

## Installing and Configuring the Mini PCI Card

 **CAUTION:** Before performing any of the procedures listed below, read and follow the safety instructions in the *System Information Guide* or the *Owner's Manual* that came with your computer.

Read the information on the following pages before you complete the setup of your wireless network.

### Before You Begin

Ensure that you have the following items:

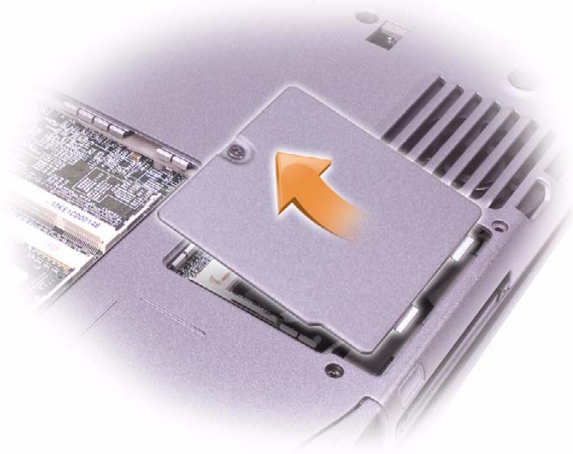
- Your portable computer
- Your Mini PCI card
- The CD that came with your wireless Mini PCI card
- The Dell™ TrueMobile™ 1180/1300/1400 Wireless Mini PCI Card and Intel® Pro/Wireless LAN 3A Mini PCI Adapter Setup Guide
- The regulatory label(s) if required in your region

### For Latitude™ D600/D500 and Inspiron™ 600m/500m Computers

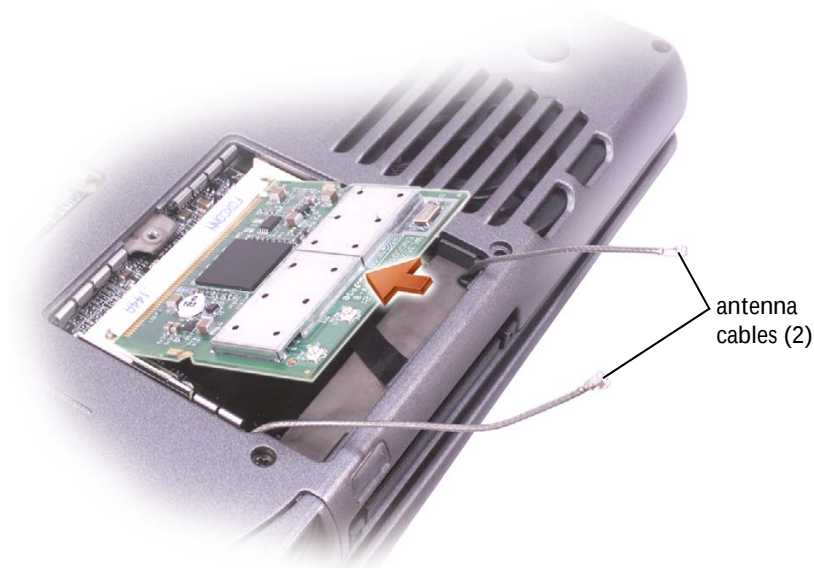
#### Installing the Mini PCI Card

- 1 Ensure that the work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Save and close any open files, exit any open programs, and then shut down the computer.

- 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 4 Disconnect the computer from the electrical outlet.
- 5 Wait 10 to 20 seconds, and then disconnect any attached devices.
- 6 Remove any installed PC Cards, batteries, and module bay devices.
- ➔ **NOTICE:** Handle components and cards by their edges, and avoid touching pins and contacts. Ground yourself by touching a metal connector on the back of the computer. Continue to ground yourself periodically during this procedure.
- 7 Turn the computer over.
- 8 Loosen the captive screw from the Mini PCI card cover, and remove the cover.



- 9 If a Mini PCI card is not already installed, go to step 10. If you are replacing a Mini PCI card, remove the existing card:
- a Disconnect the Mini PCI card from any attached cables.
  - b Release the Mini PCI card by spreading the metal securing tabs until the card pops up slightly.
  - c Lift the Mini PCI card out of its connector.



- ➔ **NOTICE:** To avoid damaging the Mini PCI card, never place cables on top of or under the card.
- ➔ **NOTICE:** The connectors are keyed to ensure correct insertion. If you feel resistance, check the connectors and realign the card.

- 10 Align the Mini PCI card with the connector at a 45-degree angle, and press the Mini PCI card into the connector until you feel a click.
- 11 Connect the antenna cables to the Mini PCI card.



- 12 Replace the cover and tighten the screw.

#### Attaching the Regulatory Label

➔ **NOTICE:** You must affix the provided label because it is a regulatory requirement. Failure to do so may void your authority to operate the equipment.

📎 **NOTE:** If your kit came with a SIRIM label, attach the label as shown.

- 1 Close the display and turn the computer upside down on a clean, flat work surface.

- 2 Remove the adhesive cover from the back of the regulatory label and attach the label.



**NOTE:** The label shown is a sample only. It may not exactly represent the characters and words appearing on your enclosed label.

## For Latitude D800, Inspiron 8500, and Dell Precision™ M60 Computers

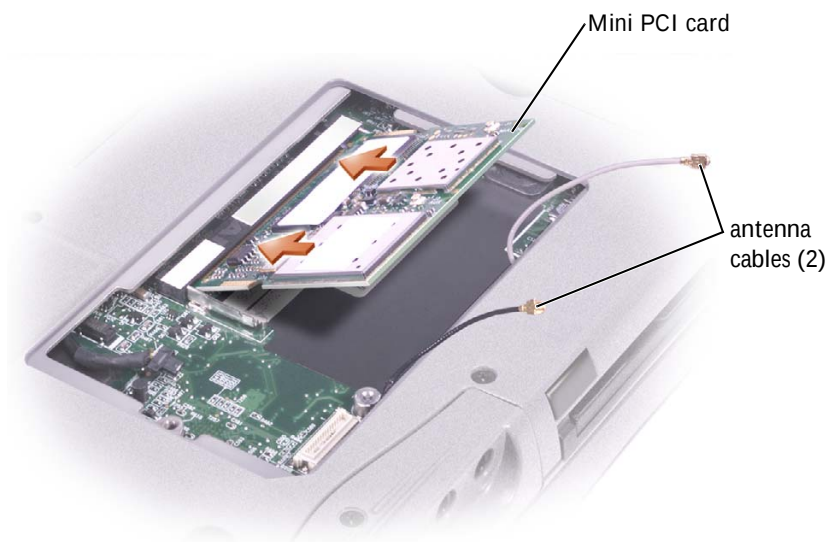
### Installing the Mini PCI Card

- 1 Ensure that the work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Save and close any open files, exit any open programs, and then shut down the computer.

- 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 4 Disconnect the computer from the electrical outlet.
- 5 Wait 10 to 20 seconds, and then disconnect any attached devices.
- 6 Remove any installed PC Cards, batteries, and module bay devices.
- ➔ **NOTICE:** Handle components and cards by their edges, and avoid touching pins and contacts. Ground yourself by touching a metal connector on the back of the computer. Continue to ground yourself periodically during this procedure.
- 7 Turn the computer over.
- 8 Loosen the captive screw from the Mini PCI card/modem cover, and remove the cover.

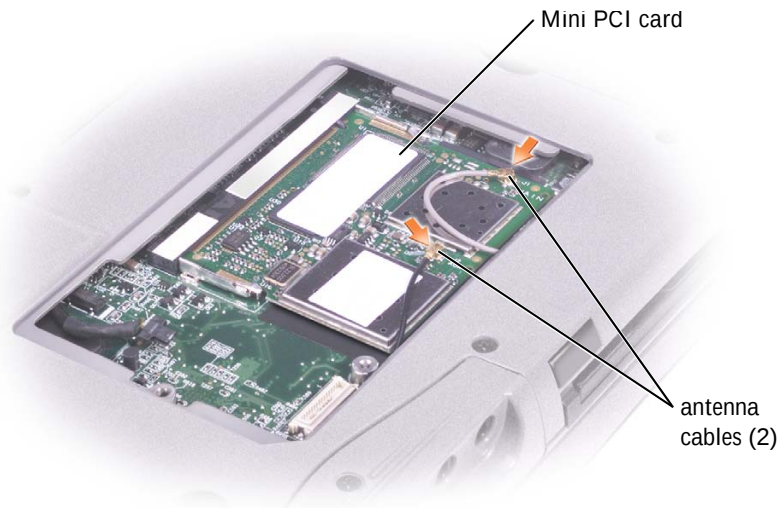


- 9 If a Mini PCI card is not already installed, go to step 10. If you are replacing a Mini PCI card, remove the existing card:
- Disconnect the Mini PCI card from any attached cables.
  - Release the Mini PCI card by spreading the metal securing tabs until the card pops up slightly.
  - Lift the Mini PCI card out of its connector.



- ➔ **NOTICE:** To avoid damaging the Mini PCI card, never place cables on top of or under the card.
- ➔ **NOTICE:** The connectors are keyed to ensure correct insertion. If you feel resistance, check the connectors and realign the card.

- 10 Align the Mini PCI card with the connector at a 45-degree angle, and press the Mini PCI card into the connector until you feel a click.
- 11 Connect the antenna cables to the Mini PCI card.



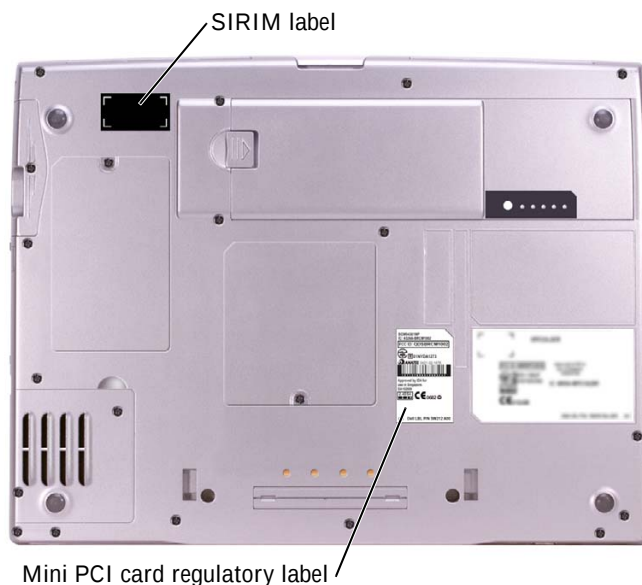
- 12 Replace the cover and tighten the screw.

#### Attaching the Regulatory Label

**→ NOTICE:** You must affix the provided label because it is a regulatory requirement. Failure to do so may void your authority to operate the equipment.

**📎 NOTE:** If your kit came with a SIRIM label, attach the label as shown.

- 1 Close the display and turn the computer upside down on a clean, flat work surface.
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## Inspiron 1100 and 5100 Computers

### Installing the Mini PCI Card

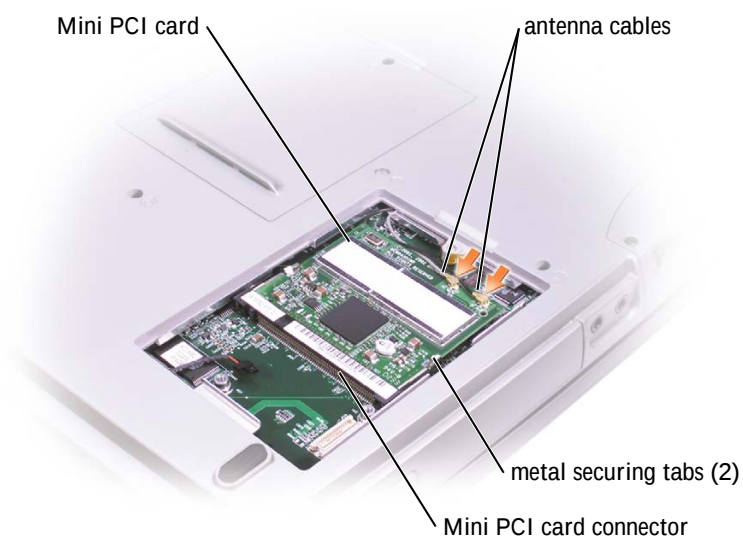
- 1 Ensure that the work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Save and close any open files, exit any open programs, and then shut down the computer.
- 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.

- 4 Disconnect the computer from the electrical outlet.
- 5 Wait 10 to 20 seconds, and then disconnect any attached devices.
- 6 Remove any installed PC Cards, batteries, and module bay devices.
- ➔ **NOTICE:** Handle components and cards by their edges, and avoid touching pins and contacts. Ground yourself by touching a metal connector on the back of the computer. Continue to ground yourself periodically during this procedure.
- 7 Turn the computer over, remove the screw from the modem/Mini PCI card cover, and then lift the cover away from the computer.



**8** If you are replacing a Mini PCI card, remove the existing card:

- a** Disconnect the Mini PCI card from any attached cables.

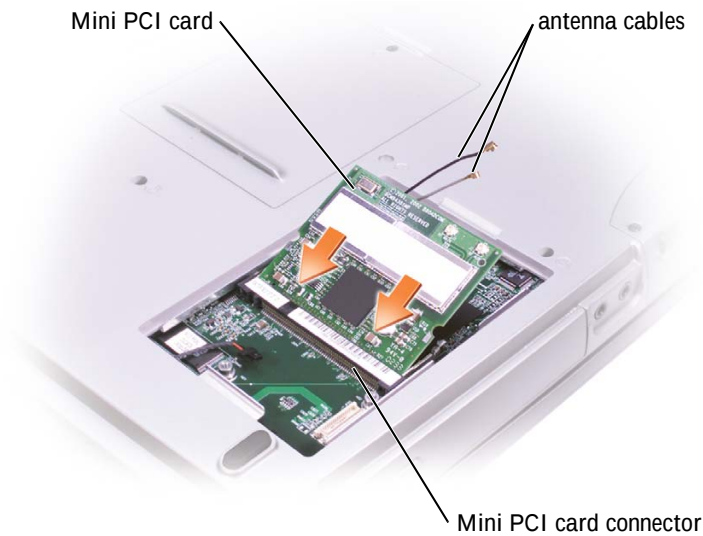


- b** Release the Mini PCI card by spreading the metal securing tabs until the card pops up slightly.
- c** Lift the Mini PCI card out of its connector.

➔ **NOTICE:** To avoid damaging the Mini PCI card, never place cables on top of or under the card.

➔ **NOTICE:** The connectors are keyed to ensure correct insertion. If you feel resistance, check the connectors and realign the card.

- 9 Align the Mini PCI card with the connector at a 45-degree angle, and press the Mini PCI card into the connector until you feel a click.



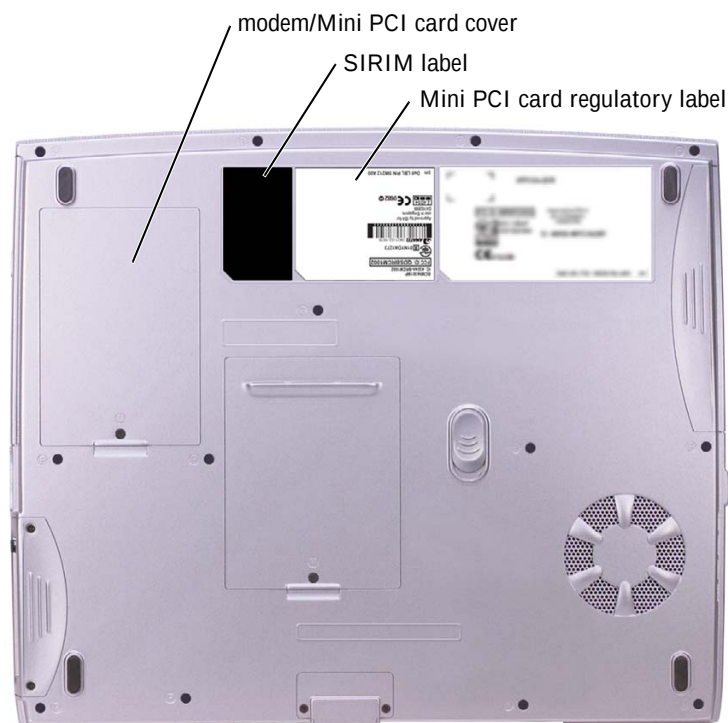
- 10 Connect the antenna cables to the Mini PCI card.
- 11 Replace the cover and screw.

#### Attaching the Regulatory Label

 **NOTICE:** You must affix the provided label because it is a regulatory requirement. Failure to do so may void your authority to operate the equipment.

 **NOTE:** If your kit came with a SIRIM label, attach the label as shown.

- 1 Close the display and turn the computer upside down on a clean, flat work surface.
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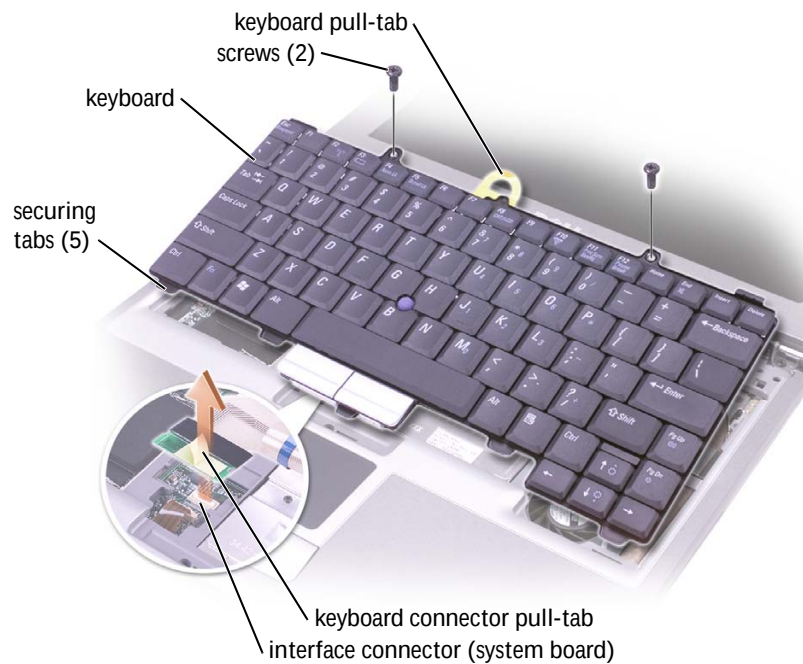
## Latitude D400 Computers

### Installing the Mini PCI Card

Before you install the Mini PCI card, you need to remove the keyboard:

- 1 Ensure that the work surface is flat and clean to prevent the computer cover from being scratched.

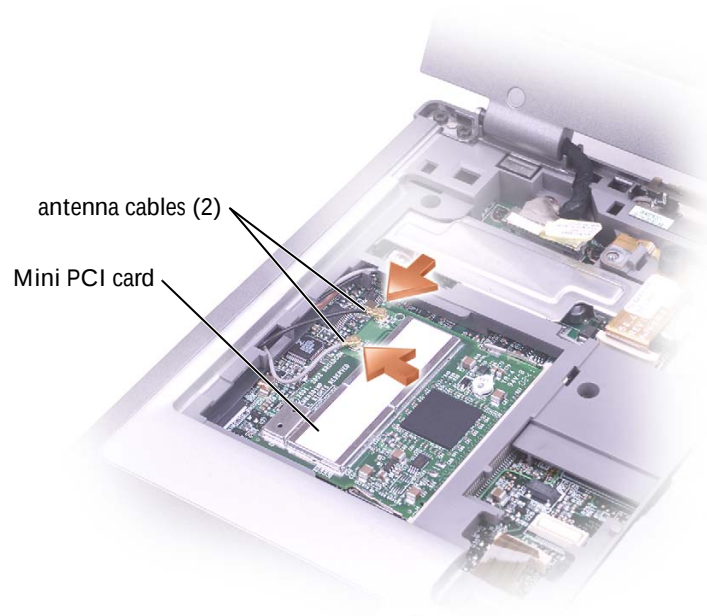
- 2 Save and close any open files, exit any open programs, and then shut down the computer.
  - 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
  - 4 Disconnect the computer from the electrical outlet.
  - 5 Wait 10 to 20 seconds, and then disconnect any attached devices.
  - 6 Remove any installed PC Cards and the battery.
-  **NOTICE:** Handle components and cards by their edges, and avoid touching pins and contacts. Ground yourself by touching a metal connector on the back of the computer. Continue to ground yourself periodically during this procedure.
- 7 Open the display approximately 180 degrees.
  - 8 Use a small flat-blade screwdriver or plastic scribe to lift the notched right edge of the center control cover, and pry the cover loose from the bottom case.
  - 9 Remove the two screws from the top of the keyboard.
  - 10 Use the pull-tab to pull the keyboard up and out (toward the display) of the bottom case.



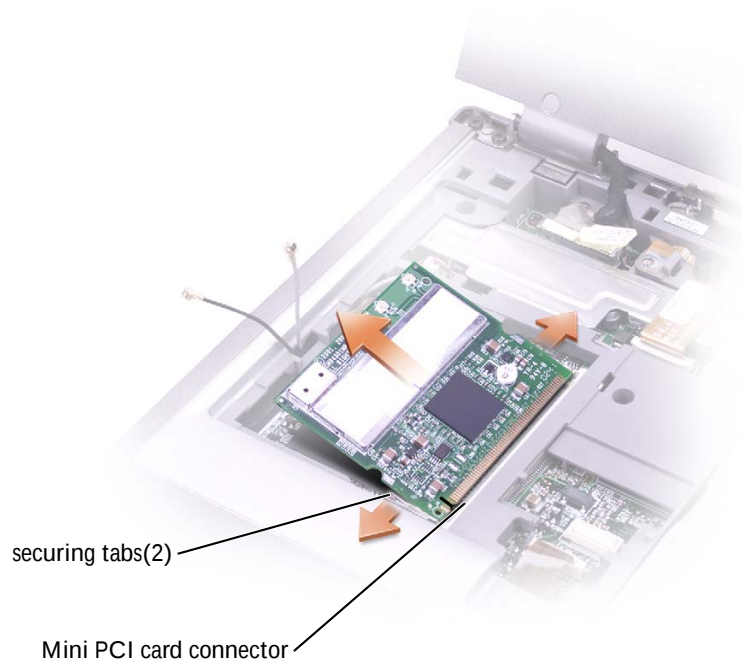
- 11** Rest the keyboard face down on the palm rest.
- 12** Pull straight up on the pull-tab that is attached to the keyboard connector to disconnect the connector from the interface connector on the system board.

To install the Mini PCI card, complete the following steps:

- 1** If a Mini PCI card is not already installed, go to step 2. If you are replacing a Mini PCI card, remove the existing card:
  - a** Disconnect the Mini PCI card from the attached antenna cables.



- b** Release the Mini PCI card by spreading the metal securing tabs until the card pops up slightly.
- c** Lift the Mini PCI card out of its connector.



- ➡ **NOTICE:** To avoid damaging the Mini PCI card, never place cables on top of or under the card.
  - ➡ **NOTICE:** The connectors are keyed to ensure correct insertion. If you feel resistance, check the connectors and realign the card.
  - 🔧 **NOTE:** If a Mini PCI card was not already installed, remove the foam that secures the antenna cables before you install the card.
- 2 Align the Mini PCI card with the connector at a 45-degree angle, and press the Mini PCI card into the connector until you feel a click.

- 3 Connect the antenna cables to the Mini PCI card.

To complete the Mini PCI card installation, you need to replace the keyboard:

- 1 Connect the keyboard connector to the interface connector on the system board.
- 2 Insert the five securing tabs on the keyboard into their respective slots in the palm rest.
- 3 Replace the two screws at the top of the keyboard.
- 4 Replace the center control cover and snap it down so that it is flush with the palm rest.

#### Attaching the Regulatory Label

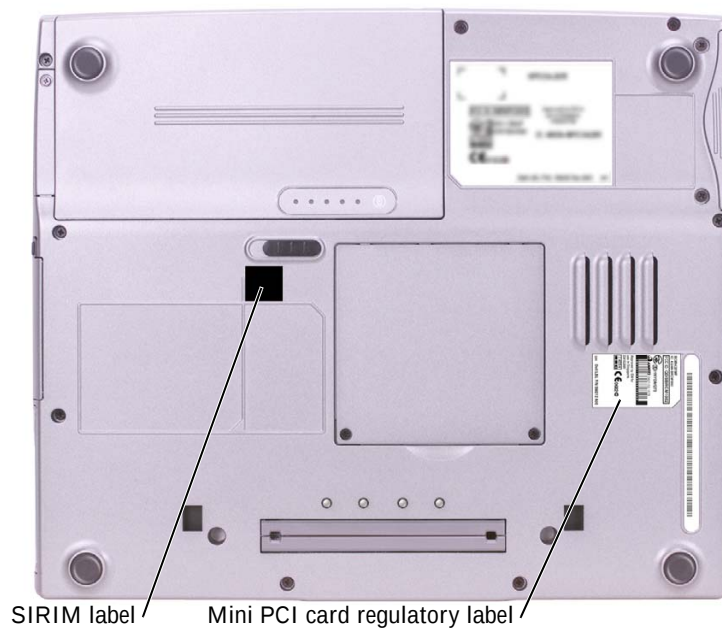


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**NOTE:** If your kit came with a SIRIM label, attach the label as shown.

- 1 Close the display and turn the computer upside down on a clean, flat work surface.
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 **NOTE:** The label shown is a sample only. It may not exactly represent the characters and words appearing on your enclosed label.

## Installing and Configuring the Software

### Installing Software

- 1 Insert the Mini PCI card CD.
- 2 If the **Main Menu** screen does not appear, click the **Start** button, click **Run**, type `x:\setup.exe` (where *x* is your CD or DVD drive letter), and then click **OK**.
- 3 Click **Install Software**.
- 4 Follow the instructions on the screen to complete the software installation.

### Configuring Your Mini PCI Card

- 1 Insert the wireless Mini PCI card CD.
- 2 If the **Main Menu** screen does not appear, click the **Start** button, click **Run**, type `x:\setup.exe` (where *x* is your CD or DVD drive letter), and then click **OK**.
- 3 Click **View User Guide**.
- 4 Select the language you want and click **OK**.
- 5 Click **Completing the setup**.
- 6 Follow the instructions on the screen to complete the configuration of your wireless card.

## FCC Statement (U.S. Only)

Not installing this device according to the instructions provided in this document may violate FCC regulations and void your authority to operate this equipment.

## Technical Support

After you have determined the type of network option that you need to set up, you can obtain technical support by referring to your Dell computer documentation for Dell contact information.

## Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day (U.S. only), one-year, two-year, three-year, or four-year limited warranty. To determine which warranty you purchased, see the invoice that accompanied your hardware product(s). 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 the U.S.

#### 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 products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by us
  - 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 us
- Products with missing or altered service tags or serial numbers
- Products for which we have 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 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 invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

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

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number 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                                                                        | 1-800-822-8965 |
| <b>Government and Education Customers:</b>                                                                    |                |
| Technical Support and Customer Service                                                                        | 1-800-234-1490 |
| <b>Dell-Branded Memory</b>                                                                                    | 1-888-363-5150 |

### What will Dell do?

**During the first 90 days of the 90-day limited warranty and the first year of all other limited warranties:** For the first 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 thirty days after we ship the replacement part to you. If we do not receive the original part within thirty 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 on-site service contract is with Dell, on-site service will be provided to you under the terms of the on-site 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.

### What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT, OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination, or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/) or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. This provision applies only to individual home consumers and consumers who purchased through an employee purchase program. It does not apply to small, medium, large, and global commercial customers or government, education, and healthcare customers.

### 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 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 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 restocking fees as follows:

- **New Hardware Products and Accessories** — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within thirty days from the invoice date. 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 thirty days from the invoice date, but a fifteen percent (15%) restocking 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, or enterprise software.
- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished Dell-branded server and storage products may be returned within thirty days from the invoice date. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the invoice date.

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 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 Canada

### 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 products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by us
  - 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 us

- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

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

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

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

### How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the 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 number 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<br>(Extension 8221 for Individual Consumers) |
| <b>Dell-Branded Memory</b>                                                                                                                | 1-888-363-5150                                              |

## What will Dell do?

**During the first year of all limited warranties:** During the first year of all 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 thirty days after we ship the replacement part to you. If we do not receive the original part within thirty 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 an on-site 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 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.

### What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE**

**RESOLVED EXCLUSIVELY AND FINALLY BY BINDING  
ARBITRATION ADMINISTERED BY THE NATIONAL**

**ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/), or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

**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 our website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_016\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_016_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\\_016\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_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\\_016\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_016_ccare.htm)

If you do not have Internet access, please call Dell at 1-800-326-9463.

**"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 of 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 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 1-800-387-5759 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 five 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 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 of 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 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.

## **One-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 one 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)/ Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)**

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.

www.dell.com | support.dell.com