



# Dell Vostro Notebook 14 15 5000

## Model 5481 5581

Reviewer's Guide – November 2018

Product appearance may vary slightly from image shown.



November 2018

# Vostro brand

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The Vostro family of PCs is built for Small Businesses. Whether you're balancing the books, ordering inventory or managing payroll, the easy-to-use Vostro family of PCs is dedicated to helping your business thrive. This brand delivers reliable security, simple productivity features, outstanding support and exceptional affordability.

**Vostro is cost-optimized, but quality is never compromised.**

## Thorough testing and validation

We use up to **50 different kinds** of RSV (reliability, shock and vibration) **testing programs**.

## Third-party certification

Dell Vostro desktops obtained **1 Million Hours Mean Time Between Failures Certification** in China.

## Solid quality metrics improvement

The Vostro **desktop field incidents rate** (FIR) trend **improved by 62%** from fiscal year 2013 to fiscal year 2018.

The Vostro **notebook FIR** trend **improved by 55%** from fiscal year 2013 to fiscal year 2018.

Product appearance may vary slightly from image shown.



# Vostro Notebook 5481 & 5581

## Feature Overview



### Work Smart

Laptops that combine an expansive screen, seamless connectivity and security options for a professional task master you can count on.

### Professional yet Stylish Design

The 5000 series has evolved to now include an optimized viewing experience. The new display has a **2-sided narrow border** and can be viewed in **FHD** from every angle thanks to **In-Plane Switching (IPS)** technology that enables accurate, wide-angle viewing.

**Thinner and lighter** than the previous gen, the Vostro 14/15 increases your mobility with this incredibly portable device. It fits easily into your Dell carrying case and goes wherever business takes you.

The array of colors and **metal finishes** (14 only) are refined, professional, and make the **Vostro 14/15** more visually outstanding to keep you looking good in front of clients.

### Seamless Connection

**Dell Mobile Connect** pairs your iOS or Android smartphones with your laptop. You get the option to channel notifications from phone calls, SMS, IMs and other apps right to your laptop so you can keep your focus on a single screen.

The **USB 3.1 Gen 1 Type-C™ port** supports data, DisplayPort, and Power Delivery. Meaning it can transfer data, send an image to a monitor, and charge the device, all with one cable!

The **HDMI** allows you to connect your laptop to an external monitor or big-screen TV to view content in up to FHD / 1080p resolution for stunning detail.

**Waves MaxxAudio® Pro**, which offers true-to-life sound quality, and a widescreen HD webcam offer a seamless video conference experience.

### Built in Security

**Hardware TPM 2.0** (not available in China) delivers commercial-grade security by providing hardware protection and storage for encryption keys. It is used by various pieces of software (Wi-Fi, hard drive encryption, etc.) to verify that your device is unique and trusted by other devices.

Log in quickly and securely without having to use a password with the optional, built-in **power button fingerprint reader** and **Windows 10 Hello** biometric recognition feature. Feel confident that your data and your system are well-protected against malware and cyber threats with Windows 10 and preloaded security software solutions.



# Vostro Notebook 5481 & 5581

## Feature Overview Continued



### Enhanced Productivity

Two **USB 3.1 Gen 1 Type-A port** transfer files up to 10x faster than USB 2.0 ports, saving you time on large file transfers between your laptop and external hard drives or networks.

The **SD media card reader** allows you to insert a media card into the laptop's card reader slot to transfers files from your camera or video recorder.

A **spill-resistant keyboard** helps you power through morning coffee and lunch meetings while the **optional backlit keyboard** makes work in dim light more pleasant.

Dell's **precision touchpad** provides improved performance, making every click count. Your touchpad will deliver fluid panning, pinching and zooming—the exact action you intended, every time.

### Faster Processing

The new Vostro 14/15 5000 is powered by up to the **high-performance 8<sup>th</sup> Gen Intel® Core™ i7** – perfect to power all of your business.

For more demanding graphics-rich applications or uninterrupted multi-tasking performance, you can opt for the **NVIDIA MX130** discrete graphics option with up to **2GB of GDDR5** memory for a performance boost.

Spacious memory, **2 SoDIMM DDR4 up to 32GB**, helps your laptop stay quick and responsive, unlike older systems with less memory that crash.

The new Vostro 14/15 is **Intel® Optane™** Memory compatible, giving you amazing performance and responsiveness when paired with large capacity HDDs.

### Extra Assistance

Using **Windows® 10 Cortana** with a Dell PC equipped with Waves MaxxAudio® Pro lets you easily interact with your own personal, digital assistant. You get a natural voice interaction experience so you have the freedom to multitask and get through your to-do list more quickly.

### Support for Unmanaged IT Environments

Choose optional **Dell ProSupport™** for 24x7\* direct telephone access to advanced-level technicians based in your region. Whether you have one office or hundreds around the world, protect your investments with this simple yet flexible approach.



# Optional Vostro accessories

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You can maximize the versatility and performance of your Vostro Family Laptops with Dell recommended accessories to get the best user experience for your business needs.

## **Dell 23 Monitor – P2319H**

Optimize your workspace with this efficient 23" FHD monitor built with an ultrathin bezel design, a small footprint and comfort-enhancing features.



## **Dell Portable SSD, USB-C 250GB**

You can easily access & keep your data safe with this ultra-portable SSD storage, featuring USB type-C connectivity for up to 550MB per second transfer speed and 250GB of reliable SSD storage.

## **Dell Wireless Keyboard & Mouse Combo – KM636**

Keep your desk clutter-free with a wireless keyboard and mouse combo featuring spacious chiclet keyboard with multi-media keys and reduced key gaps for minimal dust accumulation.



## **Dell Power Companion Plus (18,000 mAh) - PW7015L**

Power and charge your PC along with your phone and tablet while on the go with the Dell Power Companion.

## **Dell Adapter - USB-C to HDMI/VGA/Ethernet/USB 3.0 | DA200**

Conveniently connect your [system] to multiple devices – projectors, TVs, displays, and Ethernet – with just one dongle.



## **Dell Professional backpack 15**

Keep your laptop and office essentials protected with a triple-compartment, water-resistant backpack with padded handle grab, adjustable straps, and adjustable trolley pass through for rolling luggage.

# Vostro 14 5000 (5481)

## Features & Technical Specifications

Feature	Technical Specification	Feature	Technical Specification
<b>Model Number</b>	Vostro 5481	<b>Keyboard / touchpad</b>	Full-size, optional backlit, spill-resistant keyboard Full-size, spill-resistant keyboard / multi-touch gesture-enabled precision touchpad with integrated scrolling
<b>Processor Options</b>	8th Generation Intel® Core™ i3-8145U Processor (4MB Cache, up to 3.9 GHz) 8th Generation Intel® Core™ i5-8265U Processor (6MB Cache, up to 3.9 GHz) 8th Generation Intel® Core™ i7-8565U Processor (8MB Cache, up to 4.6 GHz)	<b>Optical Drive Options</b>	No Optical Drive
<b>Operating System*</b>	Windows® 10 Ubuntu (selected countries)	<b>Multimedia</b>	(2) tuned speakers, audio processing by Waves MaxxAudio® Pro (1) combo headphone / microphone jack Integrated Widescreen HD (720p) Webcam with Dual Digital Microphone Array
<b>Chipset</b>	N/A	<b>Connectivity Options</b>	802.11ac, Bluetooth, 2x2 802.11ac, Bluetooth, 1x1
<b>Graphics</b>	Intel® UHD Graphics 620 with shared graphics memory NVIDIA GeForce MX130 Graphics with 2GB GDDR5 vRAM	<b>Battery Options*</b>	42 WHr, 3-Cell Battery, Integrated
<b>Display</b>	14.0-inch HD (1366 x 768) Anti-glare LED Backlight Non-touch Narrow Border Display 14.0-inch FHD (1920 x 1080) Anti-glare LED Backlight Non-touch Narrow Border wide-viewing Display	<b>AC Adapter</b>	45 Watt AC Adapter for UMA config 65 Watt AC Adapter for discrete config
<b>Memory Options*</b>	4GB, 4Gx1, DDR4, 2666MHz 8GB, 8Gx1, DDR4, 2666MHz 8GB, 4Gx2, DDR4, 2666MHz 12GB, 8Gx1 + 4Gx1, DDR4, 2666MHz 16GB, 8Gx2, DDR4, 2666MHz 32GB, 16Gx2, DDR4, 2666MHz 20GB Memory: 4GB 2666MHz DDR4 DRAM + 16GB Intel® Optane™ Memory	<b>Dimensions &amp; Starting Weight†</b>	Front Z-Height: 0.71" (18.13mm) Width: 12.79" (324.9mm) Depth: 9.13" (232mm) Starting Weight: 3.41 lb.. (1.55kg)
<b>Storage Options*</b>	128GB/256GB/512GB M.2 PCIe NVMe Solid State Drive 1TB/2TB 5400 rpm 2.5" SATA Hard Drive 128GB M.2 PCIe NVMe Solid State Drive + 1TB 5400 rpm 2.5" SATA Hard Drive 128GB M.2 PCIe NVMe Solid State Drive + 2TB 5400 rpm 2.5" SATA Hard Drive 256GB M.2 PCIe NVMe Solid State Drive + 1TB 5400 rpm 2.5" SATA Hard Drive 256GB M.2 PCIe NVMe Solid State Drive + 2TB 5400 rpm 2.5" SATA Hard Drive	<b>Color</b>	Urban Gray and Ice Gray
<b>Ports, Slots &amp; Chassis</b>	HDMI v1.4a, (1) USB 3.1 Gen 1 Type-C™ (DP/PowerDelivery), (2) USB 3.1 Gen 1, (1) USB 2.0, Wedge-shaped lock slot, SD card reader (SD/SDHC/SDXC), Headphone/Mic, RJ45	<b>Security</b>	Fingerprint Reader with Windows Hello (Optional) TPM 2.0 Wedge-shaped lock slot Freefall sensor (HDD only)
		<b>Software</b>	Dell Recovery Environment, Support Assist, Microsoft Office 2016 trial, McAfee LiveSafe (30Day), Dell Mobile Connect, Peak Shift
		<b>Regulatory and Environmental Compliance</b>	Energy Star 7.0, (Not available on the configuration with Ubuntu) EPEAT Bronze. For specific country participation and rating, please see <a href="http://www.epeat.net">www.epeat.net</a>

### NOTES:

**Hard Drives:** GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

**Graphics & System Memory:** GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors. Actual running speed of memory will be depend on CPU architecture

**Battery life** figures are based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit [www.bapco.com](http://www.bapco.com). Test results should be used only to compare one product with another and are not a guarantee you will experience the same battery life. Battery life may be significantly less than the test results and varies depending on your product's configuration, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time and use.

**Watt Hour (WHr)** - The stated Watt Hour (WHr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.





# Vostro 15 5000 (5581)

## Features & Technical Specifications

Feature	Technical Specification	Feature	Technical Specification
<b>Model Number</b>	Vostro 5581	<b>Keyboard / touchpad</b>	Full-size, optional backlit, spill-resistant keyboard Full-size, spill-resistant keyboard / multi-touch gesture-enabled precision touchpad with integrated scrolling
<b>Processor Options</b>	8th Generation Intel® Core™ i3-8145U Processor (4MB Cache, up to 3.9 GHz) 8th Generation Intel® Core™ i5-8265U Processor (6MB Cache, up to 3.9 GHz) 8th Generation Intel® Core™ i7-8565U Processor (8MB Cache, up to 4.6 GHz)	<b>Optical Drive Options</b>	No Optical Drive
<b>Operating System*</b>	Windows® 10 Ubuntu (selected countries)	<b>Multimedia</b>	(2) tuned speakers, audio processing by Waves MaxxAudio® Pro (1) combo headphone / microphone jack Integrated Widescreen HD (720p) Webcam with Dual Digital Microphone Array
<b>Chipset</b>	N/A	<b>Connectivity Options</b>	802.11ac, Bluetooth, 2x2 802.11ac, Bluetooth, 1x1
<b>Graphics</b>	Intel® UHD Graphics 620 with shared graphics memory NVIDIA GeForce MX130 Graphics with 2GB GDDR5 vRAM	<b>Battery Options*</b>	42 WHr, 3-Cell Battery, Integrated
<b>Display</b>	15.6-inch FHD (1920 x 1080) Anti-glare LED Backlight Non-touch Narrow Border wide-viewing Display	<b>AC Adapter</b>	45 Watt AC Adapter for UMA config 65 Watt AC Adapter for discrete config
<b>Memory Options*</b>	4GB, 4Gx1, DDR4, 2666MHz 8GB, 8Gx1, DDR4, 2666MHz 8GB, 4Gx2, DDR4, 2666MHz 12GB, 8Gx1 + 4Gx1, DDR4, 2666MHz 16GB, 8Gx2, DDR4, 2666MHz 32GB, 16Gx2, DDR4, 2666MHz 20GB Memory: 4GB 2666MHz DDR4 DRAM + 16GB Intel® Optane™ Memory	<b>Dimensions &amp; Starting Weight†</b>	Front Z-Height: 0.74" (18.87mm) Width: 14.2" (361.1mm) Depth: 9.8" (249mm) Starting Weight: 4.1 lb. (1.86kg)
<b>Storage Options*</b>	128GB/256GB/512GB M.2 PCIe NVMe Solid State Drive 1TB/2TB 5400 rpm 2.5" SATA Hard Drive 128GB M.2 PCIe NVMe Solid State Drive + 1TB 5400 rpm 2.5" SATA Hard Drive 128GB M.2 PCIe NVMe Solid State Drive + 2TB 5400 rpm 2.5" SATA Hard Drive 256GB M.2 PCIe NVMe Solid State Drive + 1TB 5400 rpm 2.5" SATA Hard Drive 256GB M.2 PCIe NVMe Solid State Drive + 2TB 5400 rpm 2.5" SATA Hard Drive	<b>Color</b>	Urban Gray and Ice Gray
<b>Ports, Slots &amp; Chassis</b>	HDMI v1.4a, (1) USB 3.1 Gen 1 Type-C™ (DP/PowerDelivery), (2) USB 3.1 Gen 1, (1) USB 2.0, Wedge-shaped lock slot, SD card reader (SD/SDHC/SDXC), Headphone/Mic, RJ45	<b>Security</b>	Fingerprint Reader with Windows Hello (Optional) TPM 2.0 Wedge-shaped lock slot Freefall sensor (HDD only)
		<b>Software</b>	Dell Recovery Environment, Support Assist, Microsoft Office 2016 trial, McAfee LiveSafe (30Day), Dell Mobile Connect, Peak Shift
		<b>Regulatory and Environmental Compliance</b>	Energy Star 7.0, (Not available on the configuration with Ubuntu) EPEAT Bronze. For specific country participation and rating, please see <a href="http://www.epeat.net">www.epeat.net</a>

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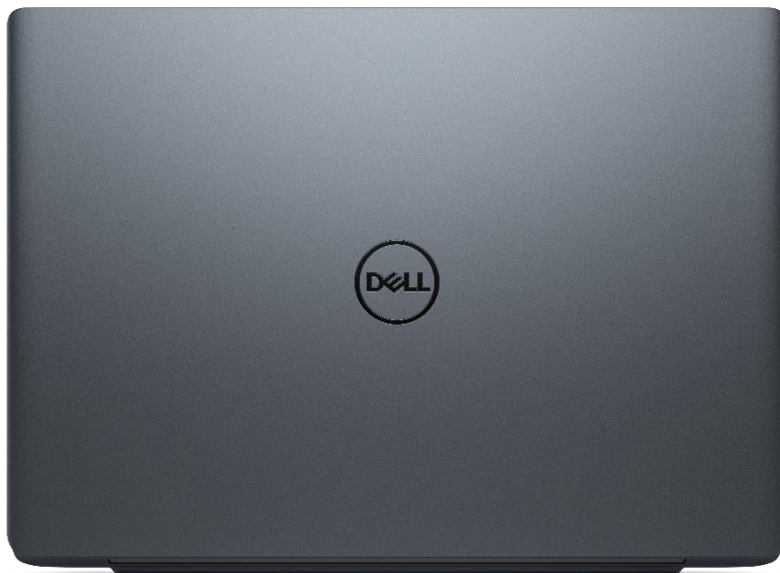
**Watt Hour (WHr)** - The stated Watt Hour (WHr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.

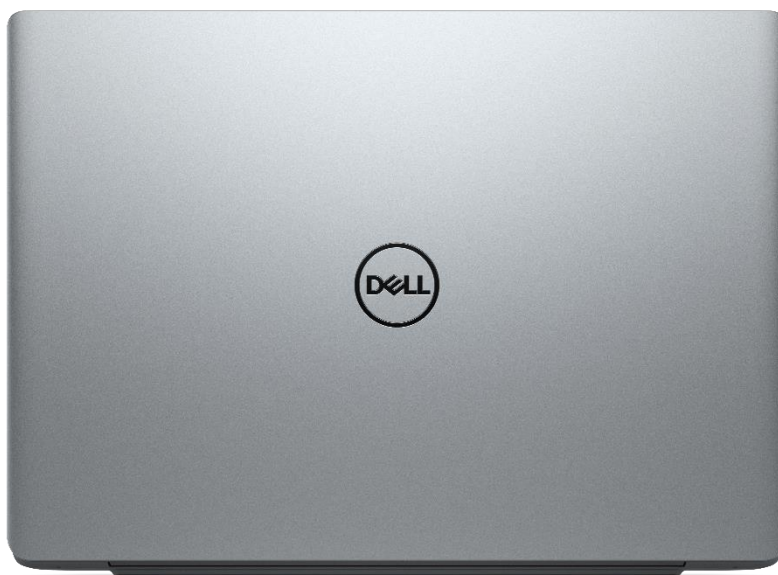


# Vostro Notebook 5481 & 5581

## Product Gallery – Color Options



Urban Gray



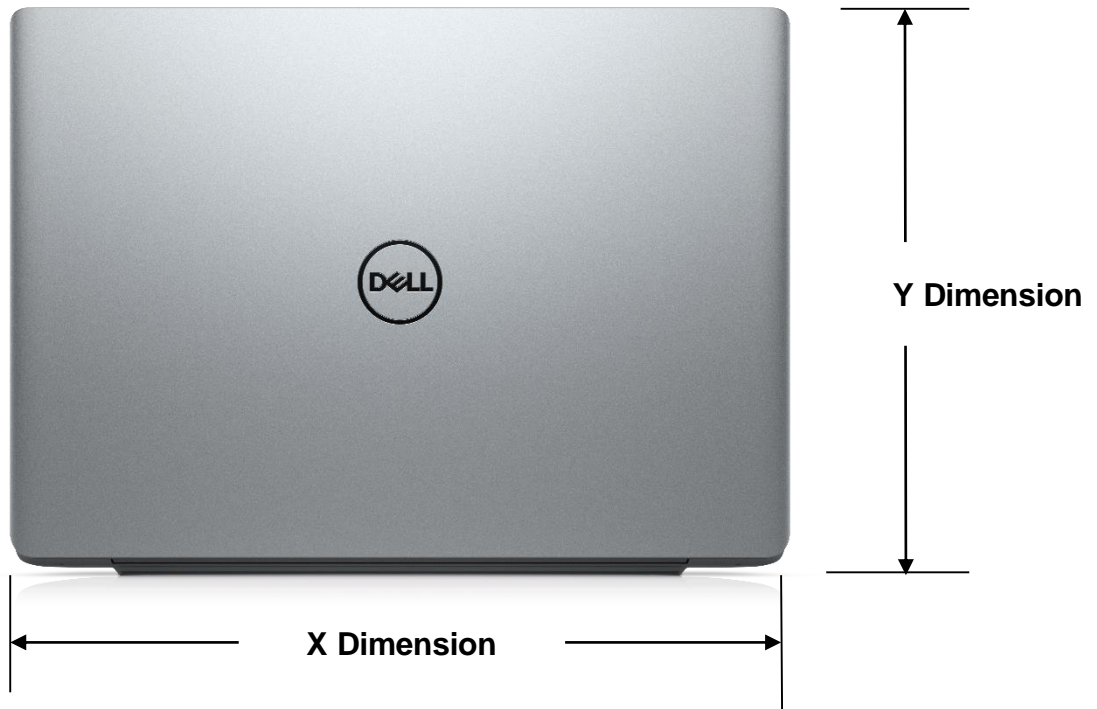
Ice Gray





# Vostro Notebook 5481

## Product Gallery – Dimensions



### 5481 Notebook:

X = Width: 324.9mm (12.79")

Y = Depth: 232mm (9.13")

Z = Height: 18.13mm (0.71")

Starting weight: 1.55kg (3.41 lbs.)



# Vostro Notebook 5481

## Product Gallery – keyboard view

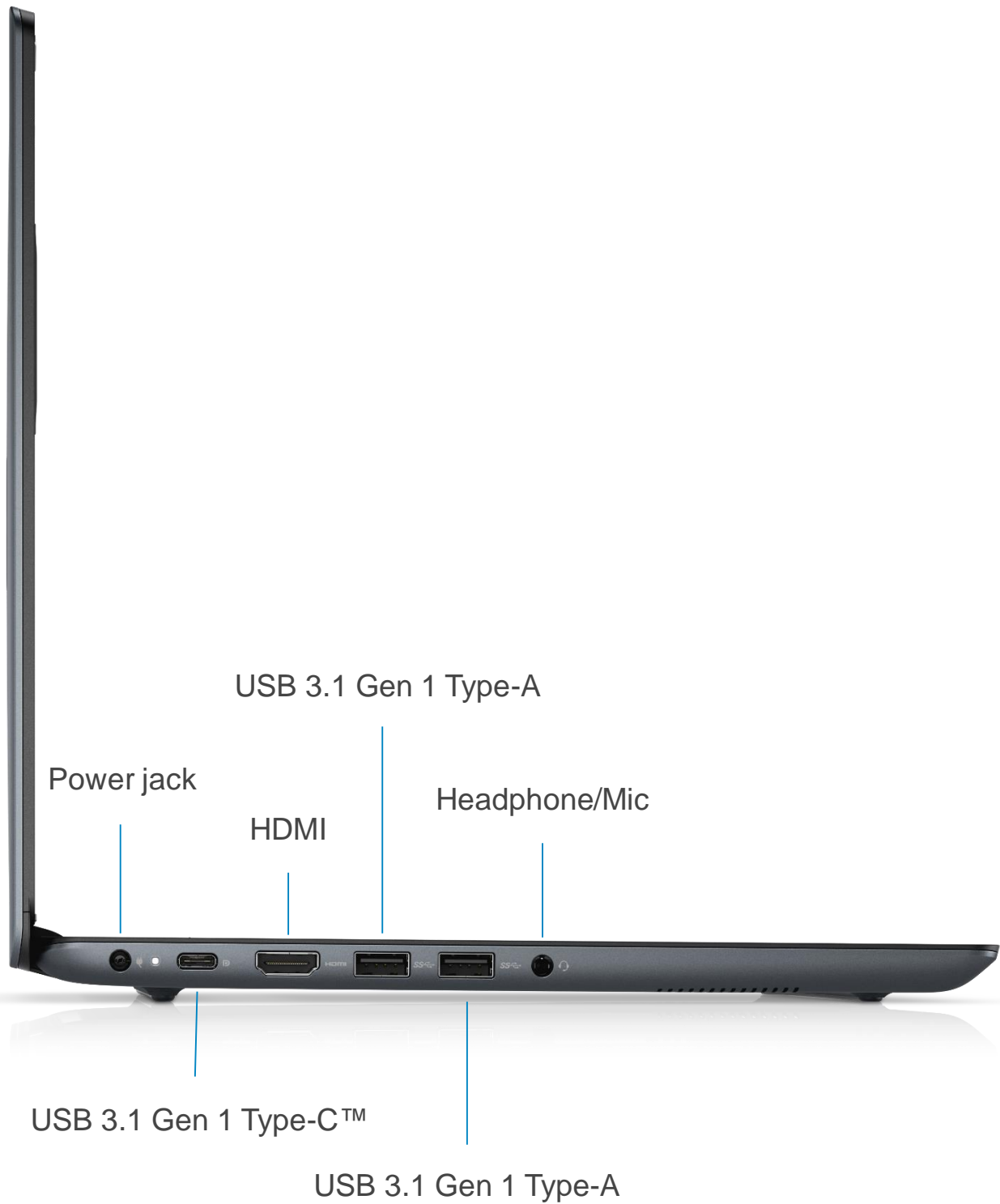


Power button  
(Optional  
fingerprint  
reader)

Precision  
touchpad

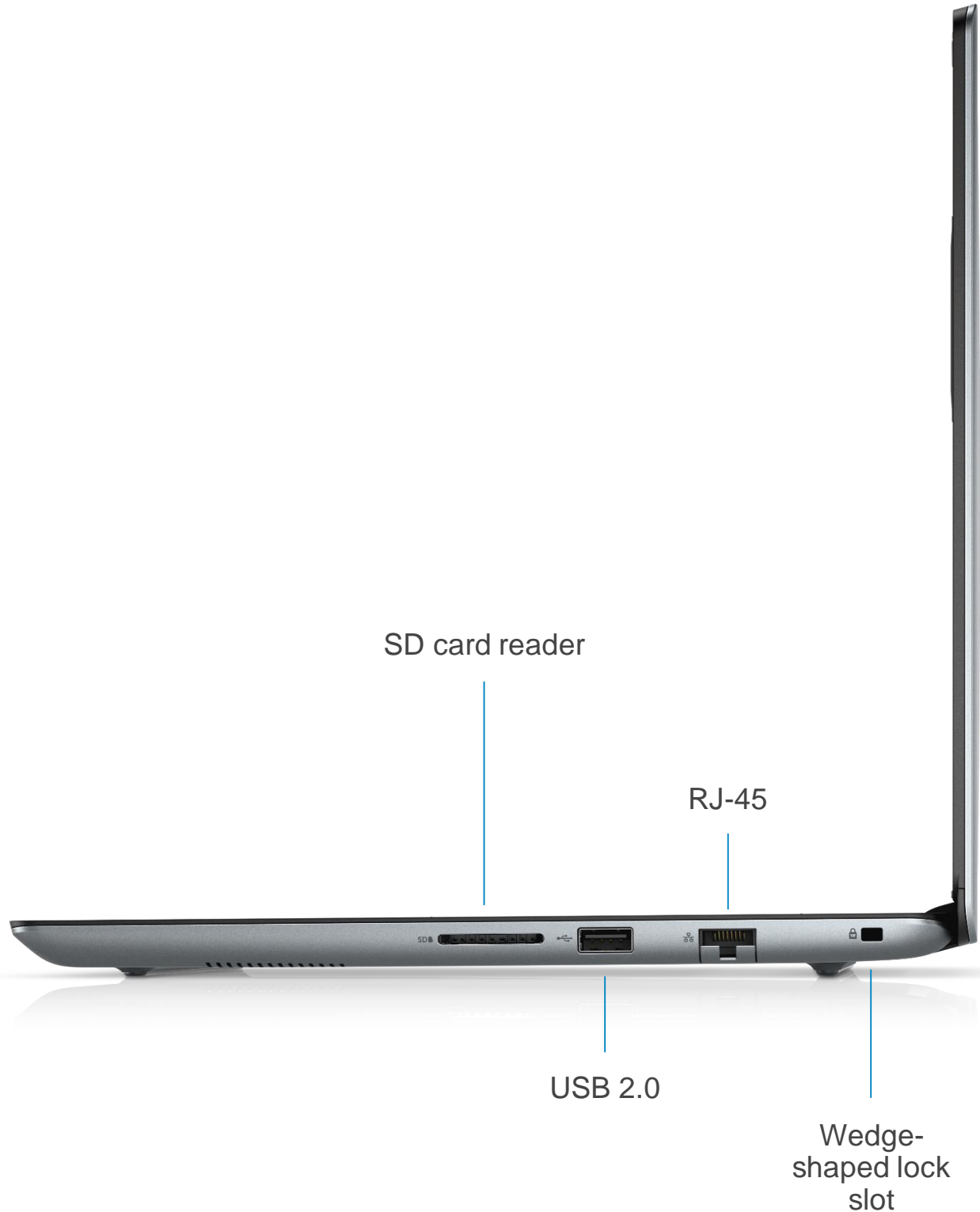
# Vostro Notebook 5481

## Product Gallery – left side



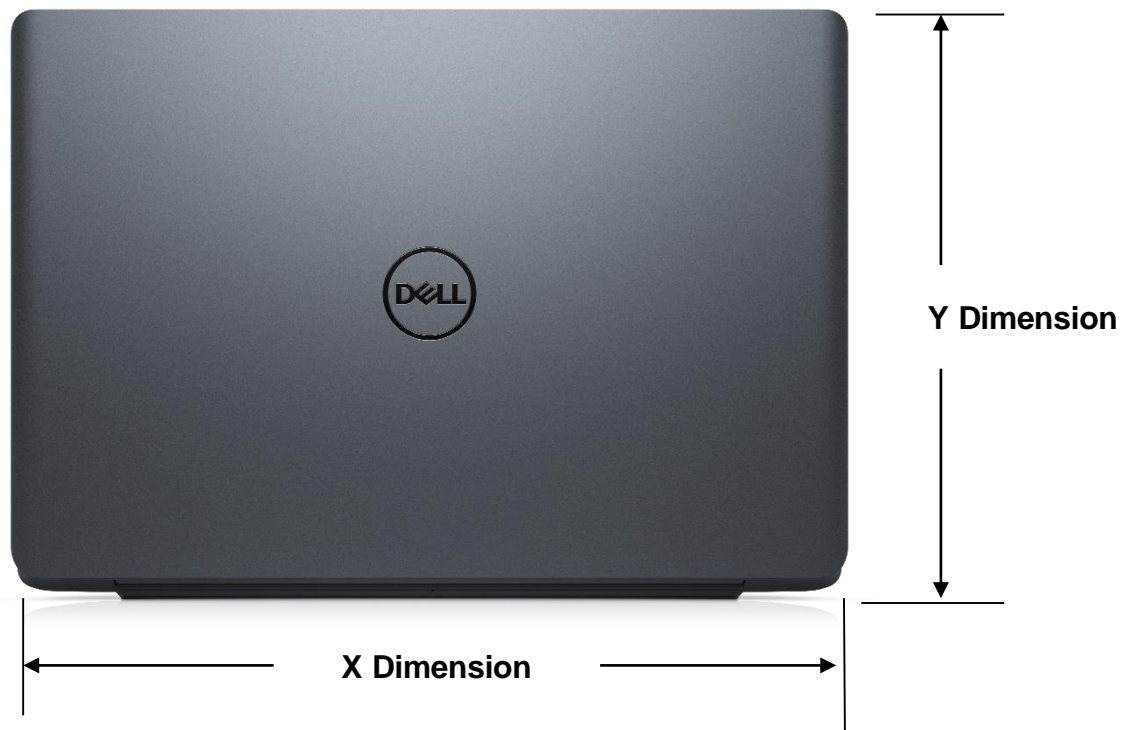
# Vostro Notebook 5481

## Product Gallery – right side



# Vostro Notebook 5581

## Product Gallery – Dimensions



### 5581 Notebook:

X = Width: 361.1mm (14.2")

Y = Depth: 249mm (9.8")

Z = Height: 18.87mm (0.74")

Starting weight: 1.86kg (4.1 lbs.)



# Vostro Notebook 5581

## Product Gallery – keyboard view



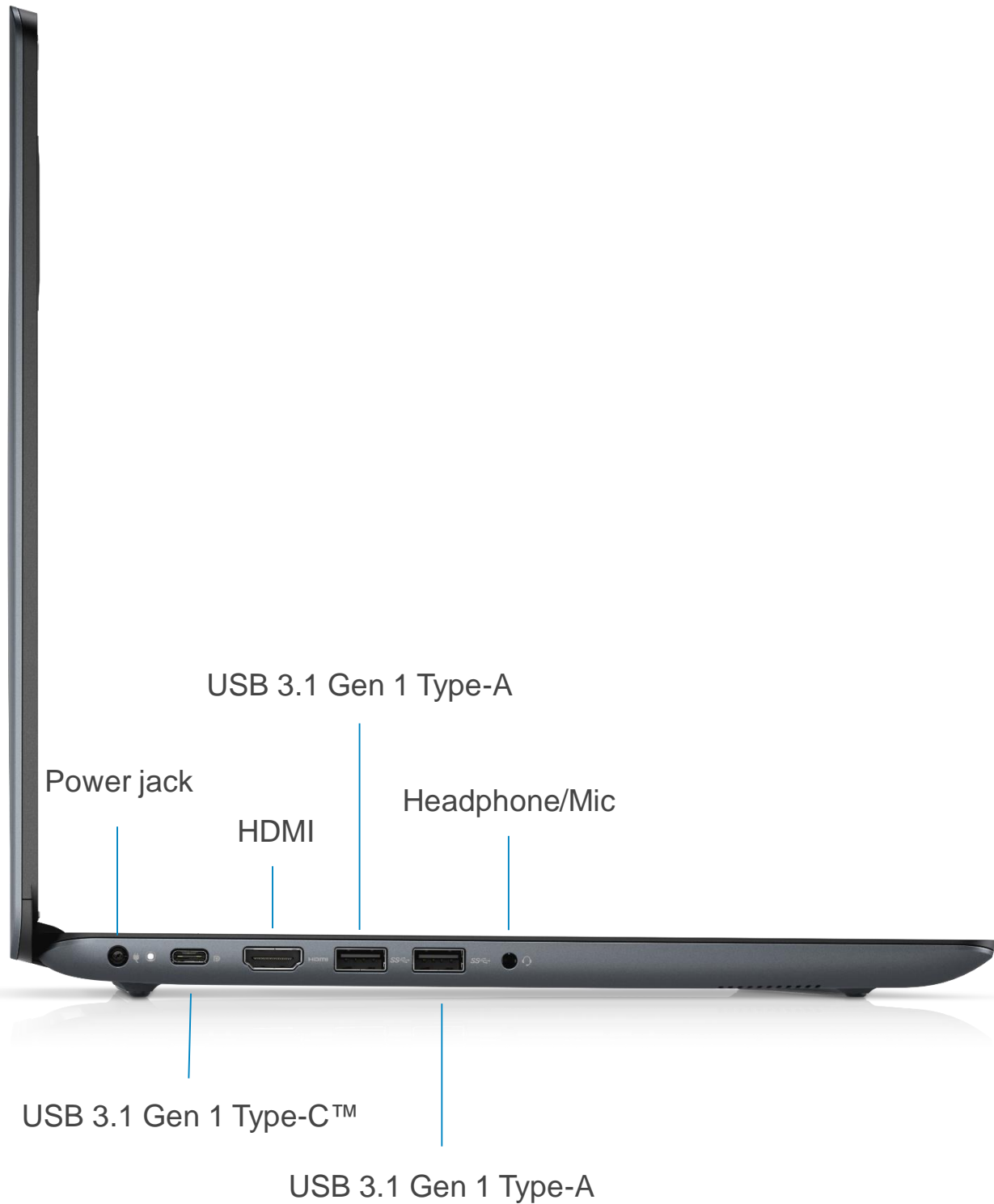
Power button  
(Optional  
fingerprint  
reader)

Precision  
touchpad



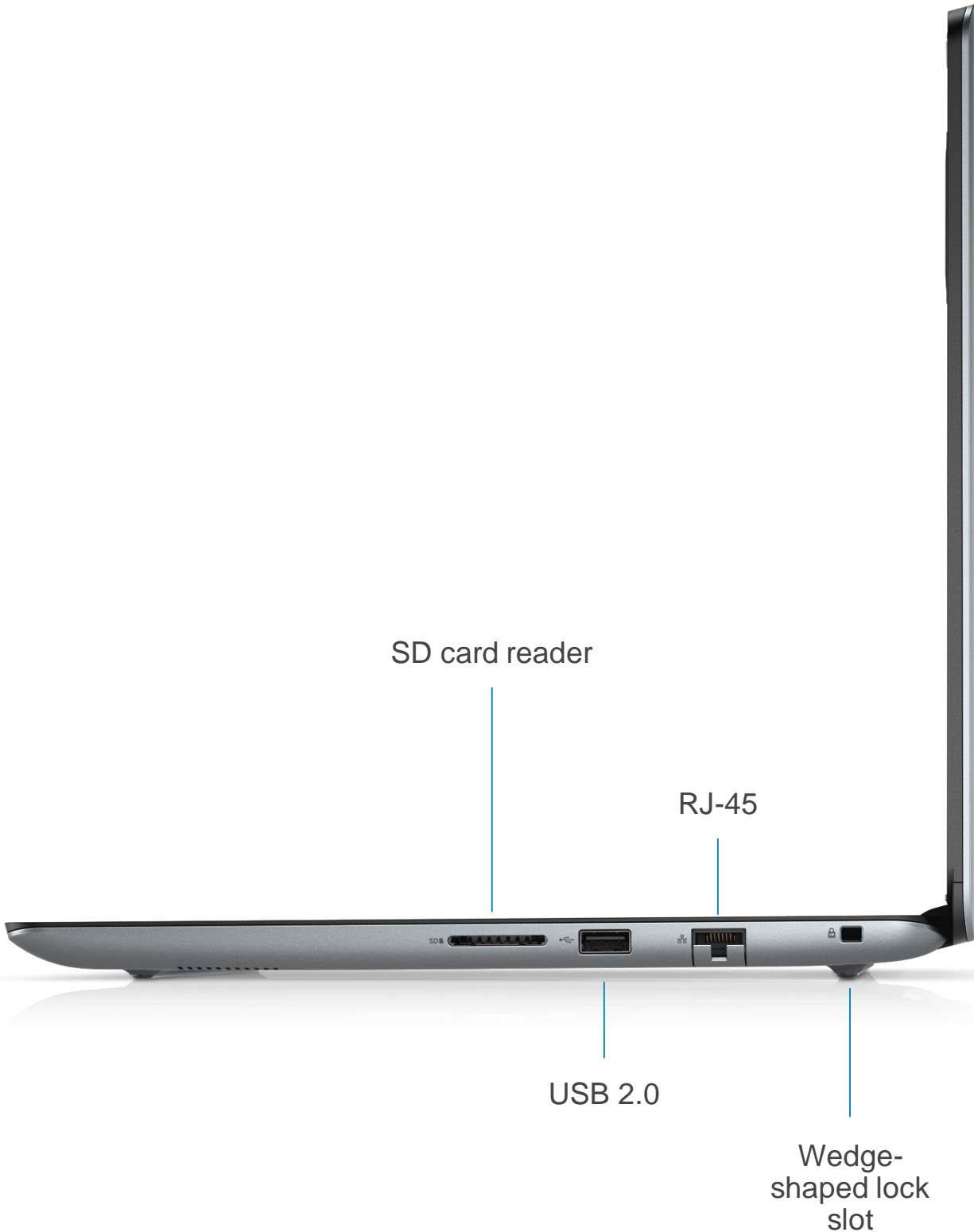
# Vostro Notebook 5581

## Product Gallery – left side



# Vostro Notebook 5581

## Product Gallery – right side



# Vostro 14 15 5000 laptop

## Battery Life

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### Vostro 14 5000 Claims (WHL-U model 5481)

The Vostro 14 5000 has up to **12 hours and 35 minutes** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i7-8565U processor, NVIDIA GeForce MX130 Graphics, 8GB DDR4 system memory, 256G PCIe SSD, HD anti-glare LED non-touch display and 3-cell 42 WHr\* battery, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_2305\_BRZ\_P

The Vostro 14 5000 has up to **10 hours and 47 minutes** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i5-8265U processor, Intel® UHD Graphics 620, 8GB DDR4 system memory, 256G PCIe SSD, FHD anti-glare LED non-touch display and 3-cell 42 WHr\* battery, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_2206

The Vostro 14 5000 has up to **10 hours and 30 minutes** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i7-8565U processor, NVIDIA GeForce MX130 Graphics, 8GB DDR4 system memory, 256G PCIe SSD, FHD anti-glare LED non-touch display and 3-cell 42 WHr battery\*, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_2208\_P

### Vostro 15 5000 Claims (WHL-U model 5581)

The Vostro 15 5000 has up to **10 hours and 6 minutes** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i5-8265U processor, Intel® UHD Graphics 620, 8GB DDR4 system memory, 256G PCIe SSD, FHD anti-glare LED non-touch display and 3-cell 42 WHr\* battery, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_3021

The Vostro 15 5000 has up to **11 hours and 1 minute** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i5-8265U processor, NVIDIA GeForce MX130 Graphics, 8GB DDR4 system memory, 256G PCIe SSD, FHD anti-glare LED non-touch display and 3-cell 42 WHr\* battery, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_3061

The Vostro 15 5000 has up to **9 hours and 40 minutes** of Mobile Mark 14 battery life with DPST enabled, when equipped with the Intel® 8<sup>th</sup> Gen Core™ i7-8565U processor, NVIDIA GeForce MX130 Graphics, 8GB DDR4 system memory, 256G PCIe SSD, FHD anti-glare LED non-touch display and 3-cell 42 WHr\* battery, as tested by Dell labs September 2018.\*\* Config: BUCKYV5141905\_3105

\* The stated Watt Hour (WHr) is not an indication of battery life.

\*\* For more information about this benchmark test, visit <http://www.bapco.com>. Test results are for comparative purposes only. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.



# Vostro 5481 5581 Claims

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## Environmental compliance

- ENERGY STAR® 7.0 certified

## Reliability claims

### **Designed for the real world — because that's where life happens.**

Every Vostro is mindfully designed to ensure reliable performance over years of regular use. We've rigorously tested our systems to enhance your experience.

1. **Tough temperature:** Even after exposure to temperatures from as low as -40C up to 65C/149F, Vostro keeps performing.
2. **Buttoned up:** Our power buttons are tested for 40,000 presses and keyboard keys for 10,000,000 clicks without failing.
3. **Twist and turn:** Open, closed or twisted – the base and lid have been tested 25,000 times to ensure the laptop retains a quality feel and is unfazed by daily use.
4. **Make it last:** We test connectors on internal components, including batteries and hard drives, to ensure lasting performance and easy replacement.
5. **Tighten up:** We test Vostro laptop hinges to ensure they still feel tight, even after opening and closing the lid 20,000 times



# Vostro software

## Dell Mobile Connect

Complete and wireless integration between smartphones and PCs - allowing Android and iOS users to make calls, send texts and get notifications, and Android users to mirror their phone onto their PC screens to interact with all of their favorite mobile apps with their PC's mouse, keyboard, and touchscreen.

## SupportAssist

A MS Windows based software program that automates support from Dell by identifying HW & SW issues on Dell laptops, desktops and tablets. SupportAssist notifies customers when an issue is detected.

## Microsoft Office 2016 Trial

Fully loaded with the latest and greatest versions of favorite applications: Word, Excel, PowerPoint, and OneNote.

## McAfee LifeSave

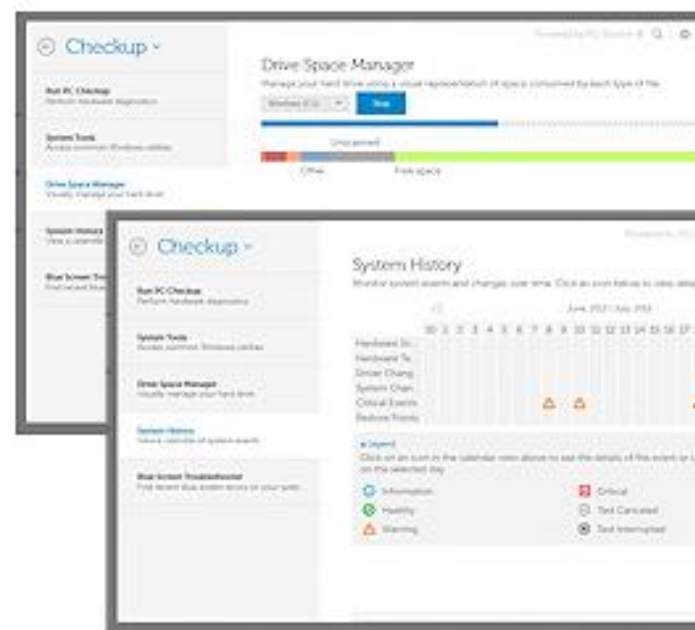
Award-winning security for every device; shields PCs from viruses and online threats like risky websites and dangerous downloads, shreds digital files like e-bills and online bank statements saved on PCs.

## Waves MaxxAudio® Pro

Professional-grade control panel providing audio controls and tuning that adds dimensionality to music and videos.

## Peak Shift

An optional feature that reduces power consumption by automatically switching the system to battery power during certain times of the day, even if the system is plugged into a direct power source.



# Services for Vostro

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We keep you connected and productive, providing peace of mind so you can focus on what matters most. Support services are available around the globe with coverage in over 160 countries and 55 languages. Our ProSupport engineers are available 24x7 to help with hardware and software issues. In the event of spills, drops or breaks, Accidental Damage Service makes repair easy. Dell strives to ensure our customers always get the most out of their technology investments.

## **Dell Base Warranty<sup>1</sup>**

With Dell's Base Warranty, if your system encounters an issue covered by the warranty that cannot be resolved remotely, Dell will provide a convenient way to return your system to a Dell certified repair facility and return the repaired device. Your system comes with 1 year base warranty with the option to add on-site repair and to extend the warranty for up to 4 years to ensure easy support for the life of your PC.

## **ProSupport**

ProSupport for client devices is designed to provide fast, proactive IT support for businesses of all sizes. ProSupport makes it easy because you get a team of engineers who are always accessible, provide you with a single source for hardware and software<sup>4</sup> issues, and respond quickly to help maximize user uptime. ProSupport also features SupportAssist technology for proactive monitoring and detection of issues and automatic case creation for faster resolution<sup>2</sup>. ProSupport frees your IT team from time-consuming day-to-day user support, allowing them to focus on strategic priorities that move your business forward.

## **ProSupport Plus for PCs and tablets**

The only complete support service that combines predictive analysis and protection for tablets and PCs to proactively resolve and prevent issues with minimal customer effort. . With ProSupport Plus using SupportAssist technology you will be notified about issues before they become problems. It ensures PCs and tablets are running smoothly so customers can focus on what's important.

ProSupport Plus with SupportAssist significantly reduced time to resolve a failed hard drive<sup>3</sup> with:

- Up to 92% less time to resolution
- Up to 68% fewer steps in the support process (13 fewer steps to resolution)

## **Accidental Damage Service<sup>5</sup>**

Coverage for accidental drops, spills, surges and breakages. Accidental Damage Service provides peace of mind for hardware systems in high-risk usage environments like schools and mobile professionals. Convenient repair of damaged systems helps minimize downtime and increase productivity. Accidental Damage Service can provide repair of your system for accidents up to 4 years, not otherwise covered by the Limited Hardware Warranty. By providing enhanced coverage at an exceptional value, Accidental Damage Service helps reduce out of pocket expenses and improve cost control.

1 - Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually in 1 or 2 business days following completion of Remote Diagnosis. Onsite Service is provided by Dell Marketing L.P. Availability varies. Other conditions apply. For complete details about Onsite Service, see [dell.com/servicecontracts](http://dell.com/servicecontracts)

2 - SupportAssist not available on Linux, Windows 10S, Windows RT, Windows 10 CMIT Government Edition, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.

3 - Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>

4 - For the IoT Edge Gateway, excludes certain software, OS and third party apps.

5 - This service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customers may be required to return unit to Dell. Limit of 1 qualified incident per contract year. For complete details, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).





# Important information

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**Hard Drives:** GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

**Graphics & shared memory:** GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

**Wireless connectivity:** Where wireless access is available. Additional access charges apply in some locations.

**Weight:** Weights vary depending on configuration and manufacturing variability.

**Limited hardware warranty:** For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see [www.dell.com/warranty](http://www.dell.com/warranty).

**Dell ProSupport™:** Availability and terms of Dell Services vary by region. For more information, visit [www.dell.com/servicedescriptions](http://www.dell.com/servicedescriptions).

**Accidental Damage:** Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. For complete details, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

**Return for Repair after Remote Diagnosis:** Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware and not resolved remotely, this service offers a 10-14 day mail-in repair option following completion of Remote Diagnosis

**Rapid Return for Repair after Remote Diagnosis:** Remote Diagnosis is determination by online/phone technician of cause of issue and multiple or extended sessions. If issue is covered by Limited Hardware Warranty ([www.dell.com/warranty](http://www.dell.com/warranty)) and not resolved remotely, shipping instructions will be provided. Next Business Day shipping not available in all areas, which may delay repair and return times. Other conditions apply. For complete details about Rapid Return service, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts)

\*EPEAT registration varies by country. Please see [www.epeat.net](http://www.epeat.net) for specific country registration and rating.

## CAUTION: GEOGRAPHIC LIMITATIONS ON COMPARATIVE ADVERTISING

Comparative claims are not allowed in all countries. Please see below to learn which countries ban Dell vs. Dell claims, and which countries will allow the claims only if based upon independent third party testing. You may also contact Legal Counsel in the Region where the claim will be made for additional guidance.  
3rd party testing required (Do not make claims) in: South Africa, Ukraine, Venezuela.

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