



## DELL Upgrade from 3Y Collect & Return to 5Y ProSupport w Collect & Return



**Brand :** DELL

**Product code:** TC3M3\_3CR5PS

**Product name :** Upgrade from 3Y Collect & Return to 5Y ProSupport w Collect & Return

- 24x7 direct access to in-region ProSupport engineers
  - Proactive automated issue detection and alerts with SupportAssist technology
  - Dell will cover the cost of returning the system, if warranty issues cannot be resolved remotely
- Upgrade from 3Y Collect & Return to 5Y ProSupport w Collect & Return

**DELL Upgrade from 3Y Collect & Return to 5Y ProSupport w Collect & Return:**

ProSupport provides priority access to engineers 24x7 and SupportAssist technology with automated issue detection and alerts. If there is an issue covered by warranty and it cannot be resolved remotely Dell will pay all the costs of returning the system. Let Dell help reduce downtime.

\*Availability and terms of Dell Technologies Services vary by region and by product. Contact a sales representative for details.

DELL Upgrade from 3Y Collect & Return to 5Y ProSupport w Collect & Return. Number of years: 5 year(s), Service time (hours x days): 24x7x365

Features		Features	
Service type	ProSupport	Phone support	✓
Service included	Parts and Labour	Web support	✓
Service time (hours x days)	24x7x365	Troubleshooting	✓
Number of years	5 year(s)	Parts replacement	✓
		Compatibility	Wyse 3040 thin client

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Publication date: 01-NOV-2024. Prints or copies of Information are only valid on the printed Publication date