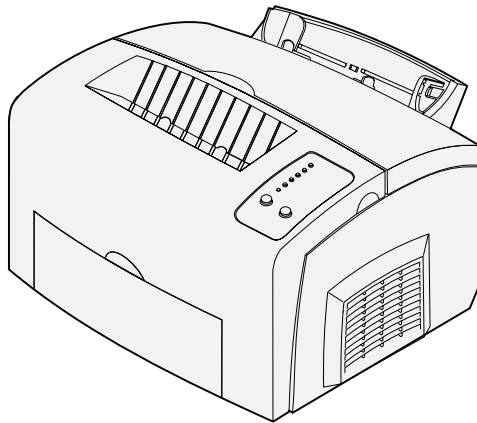


Dell™ Personal Laser Printer P1500

# Owner's Manual

## Look Inside For:

- Setting up Your printer
- Loading Paper
- Understanding the Software
- Installing Printer Drivers



## Order toner cartridges

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

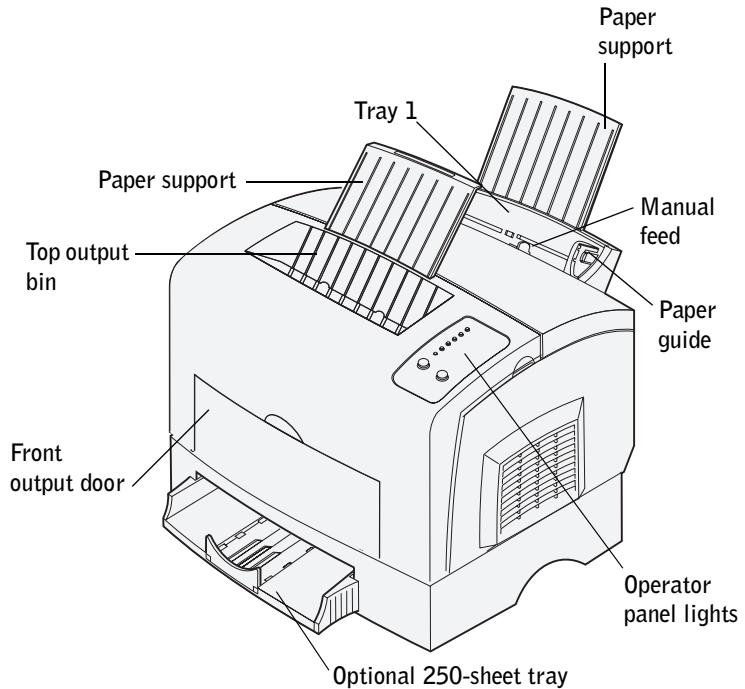
---

<b>USA</b>	877-465-2968 (877-Ink2You)
<b>Canada</b>	877-501-4803
<b>Mexico</b>	001-800-210-7607
<b>Puerto Rico</b>	800-805-7545
<b>UK</b>	0870 907 4574
<b>Ireland</b>	1850 707 407
<b>France</b>	0825387247
<b>Italy</b>	800602705
<b>Spain</b>	902120385
<b>Germany</b>	0800 2873355
<b>Austria</b>	08 20 - 24 05 30 35
<b>Netherlands</b>	020 - 674 4881
<b>Belgium</b>	02.713 1590
<b>Sweden</b>	08 587 705 81
<b>Norway</b>	231622 64
<b>Denmark</b>	3287 5215
<b>Finland</b>	09 2533 1411
<b>Switzerland</b>	0848 801 888

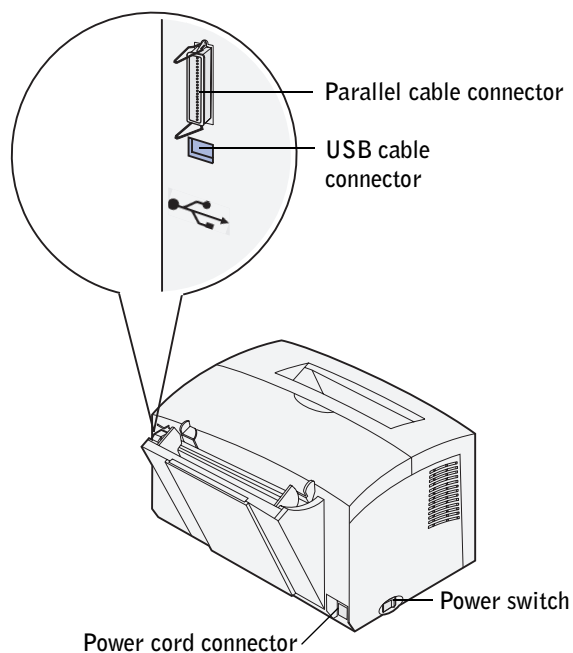
---



## Dell™ Personal Laser Printer P1500



<b>Use this feature:</b>	<b>When you want to:</b>
Tray 1	Load up to 150 sheets of paper or 10 sheets of other media.
Paper support	Support media in tray 1 or the top output bin.
Manual feed	Load a single sheet of paper or other media. Use for transparencies, labels, envelopes, and card stock.
Paper guides	Adjust the width of the media in tray 1 and the manual feed.
Operator panel lights	Check the status of your printer.
Top output bin	Stack printed documents face down.
Front output door	Print on specialty media (for example, labels or card stock).
Optional 250-sheet tray	Increase your paper capacity.




<b>Use this feature:</b>	<b>When you want to:</b>
Parallel cable connector	Connect your computer to your printer parallel port if you are using a parallel cable.
USB cable connector	Connect your computer to your printer USB port if you are using a USB cable.
Power cord connector	Plug your printer into a properly grounded electrical outlet with the power cord (after all other peripherals have been connected).
Power switch	Turn your printer on or off.


**NOTE:** You can use either a parallel cable or a USB cable, but do not use both.

## Accessing your User's Guide

To access your User's Guide, click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer P1500** → **User's Guide**.

# 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.





## **CAUTION: Safety instructions**


- Your product uses a laser.



**CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.**

- Your product uses a printing process that heats the print media, and heat can cause certain media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting appropriate print media to avoid the possibility of harmful emissions.



**CAUTION: If your product is not marked with this symbol , it must be connected to an electrical outlet that is properly grounded.**

- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with use of non-Dell-authorized components.





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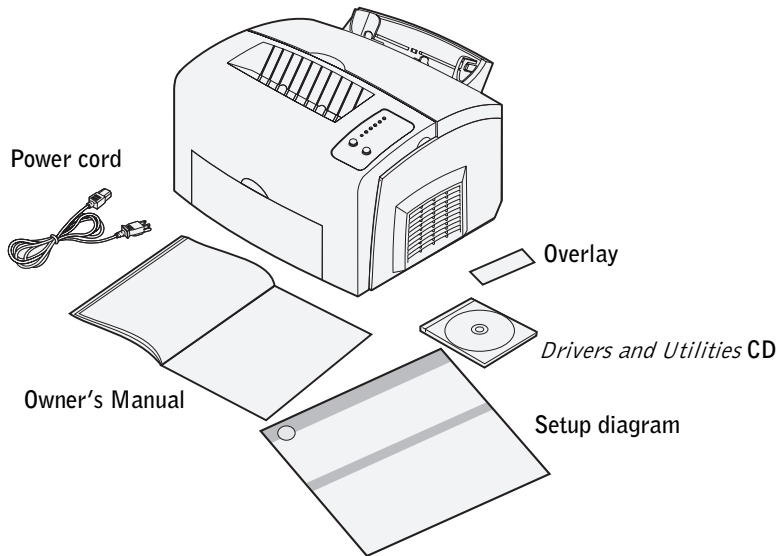
SECTION 1

## **Unpack the printer**

---

Attaching an operator panel overlay

- 1 Select a location for your printer.
  - Leave enough room to open the printer cover, output door, and optional 250-sheet tray. It is also important to allow space around the printer for proper ventilation.
  - Provide the proper environment:
    - A firm, level surface
    - Away from the direct airflow of air conditioners, heaters, or ventilators
    - Free of sunlight, humidity extremes, or temperature fluctuations
    - Clean, dry, and free of dust
- 2 Remove all items from the box. Make sure you have the following items:

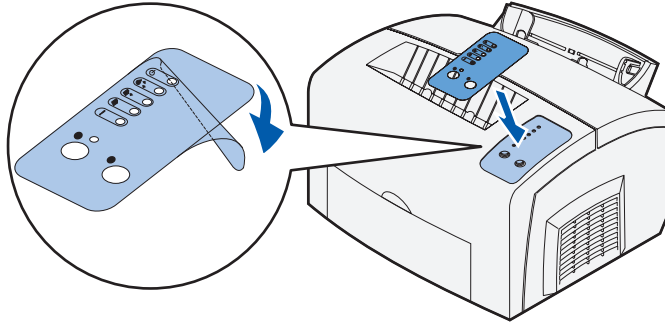


- Setup diagram
- Printer with toner cartridge installed
- Power cord
- *Owner's Manual*
- *Drivers and Utilities CD*
- Operator panel overlay (non-English only)

If any items are missing or damaged, contact Dell at [support.dell.com](http://support.dell.com) for assistance.  
Save the carton and packing material in case you need to repack the printer.

## Attaching an operator panel overlay

If you have a non-English operator panel overlay in your printer box and want to use it, peel it off, align it with the operator panel, and press it into place.







SECTION 2

## **Install printer supplies**

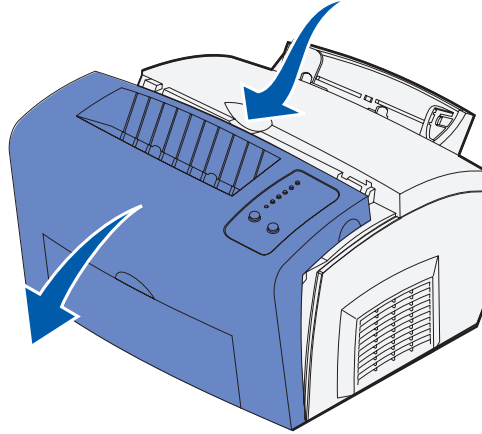
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Installing the print cartridge

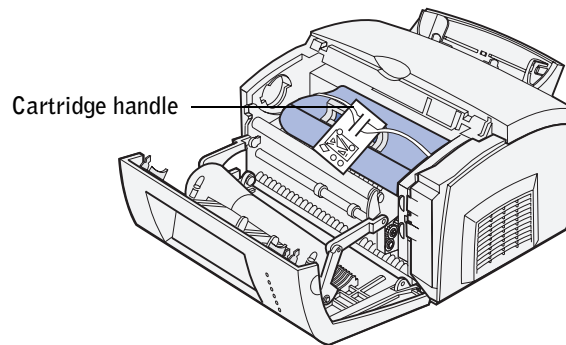
# Installing the print cartridge

## Removing toner cartridge packaging

- 1 Use the finger tab to pull down the printer cover.

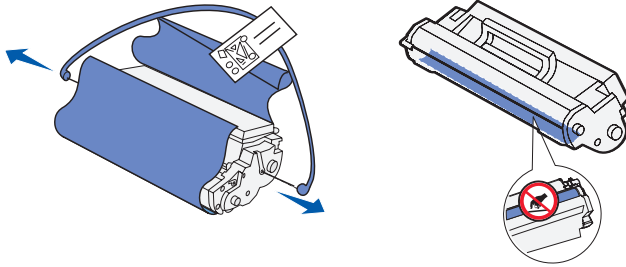



- 2 Grasp the cartridge handle (behind the packaging tag in the illustration) and pull the toner cartridge straight up.



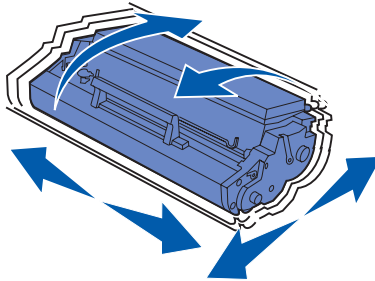
- 3 Remove the protective foam packaging from the toner cartridge.

- 4 Pull off the plastic piece attached to the ends of the toner cartridge.  
Discard the plastic piece, foam and paper.

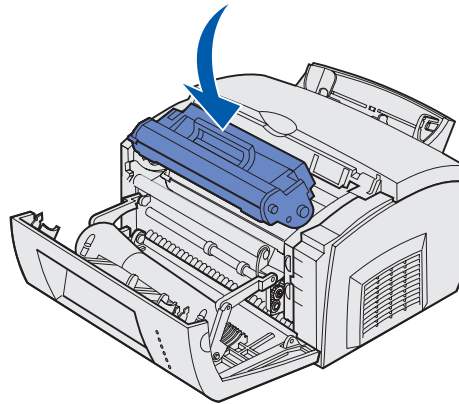


 **NOTE:** Do not touch the photoconductor drum on the bottom of the toner cartridge.

- 5 Gently shake the cartridge to distribute the toner evenly.

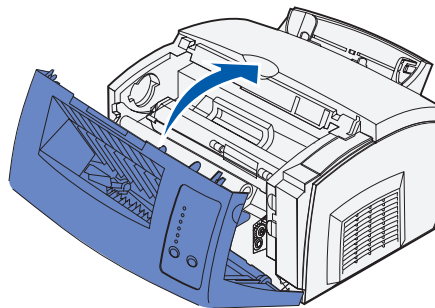


**6** Insert the toner cartridge:



- a** Align the colored arrows on either side of the cartridge with the corresponding arrows in the printer.
- b** Holding the cartridge by the handle, tilt the cartridge down and guide it between the toner cartridge grooves.
- c** Push down on the cartridge until it is firmly in place.

**7** Close the printer cover.



If you cannot close the printer cover, make sure the toner cartridge is positioned correctly. Do not force the cover closed.

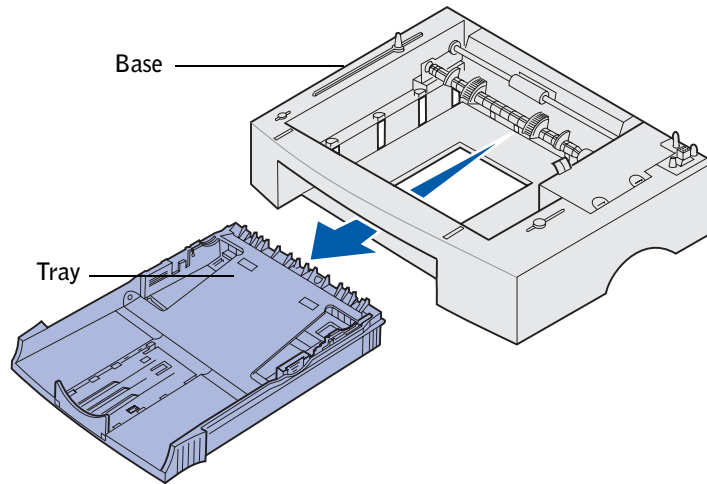
SECTION 3

## **Install the optional 250-sheet drawer**

---

To increase paper capacity, you can purchase the optional 250-sheet drawer, which consists of a base and a tray.

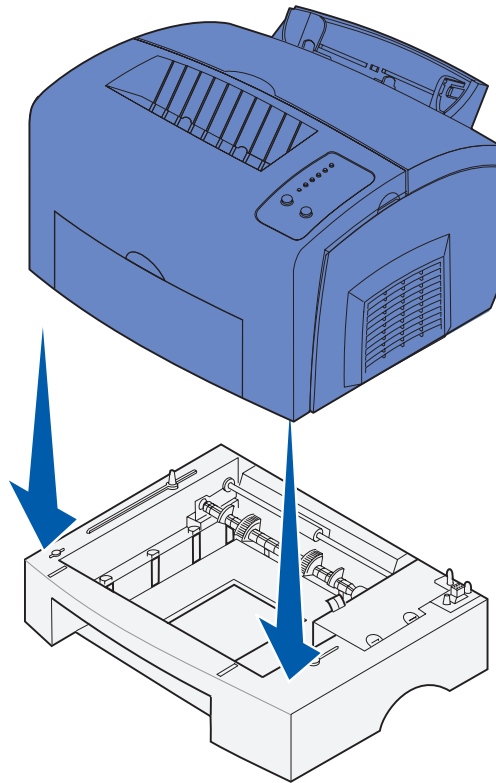
**NOTE:** If you install the optional 250-sheet drawer at a later time, be sure to turn off the printer before installing it.



If you ordered this optional drawer, follow the instructions below to install it.

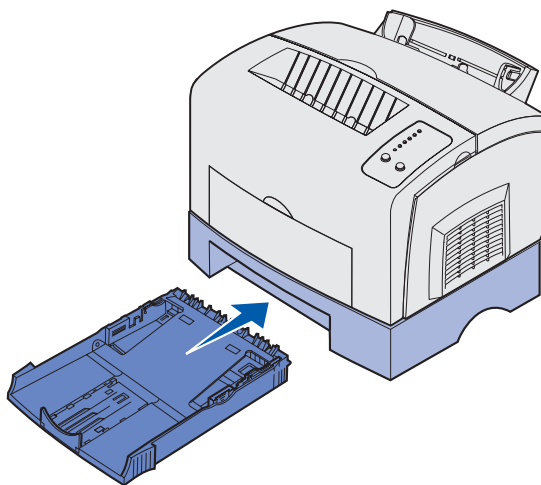
- 1** Remove the tray from the base.
- 2** Remove all packing material and tape from the tray and the base.
- 3** Place the base in the location you have chosen for your printer.

- 4 Align the printer with the front of the base and place it on top of the base.



Make sure the base is firmly in place.

**5** Insert the tray.



When you complete setting up the printer, print a menu settings page to verify the 250-sheet drawer is listed under Installed Features (see page 66).

For more information on loading the 250-sheet drawer, see "Loading the optional 250-sheet tray" on page 40.

For more information on configuring the 250-sheet drawer for printing, see "Configure paper trays" on page 61.



SECTION 4
-----------

# **Install optional memory cards**

---

Removing the printer side cover

Removing the system board shield

Installing a memory card

Reinstalling the system board shield

Reattaching the printer side cover

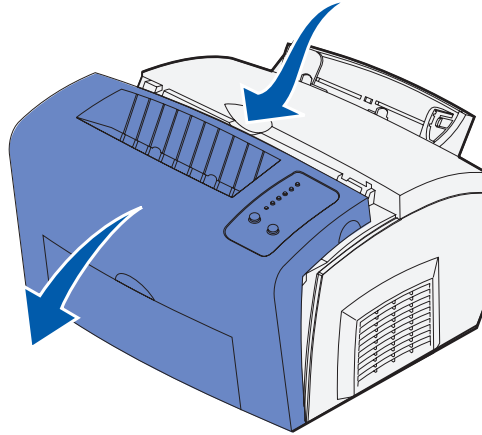
You can customize your printer memory capacity and connectivity by adding optional cards.

**⚠ CAUTION:** If you are installing memory cards sometime after setting up the printer, turn the printer off and unplug the power cord before continuing.

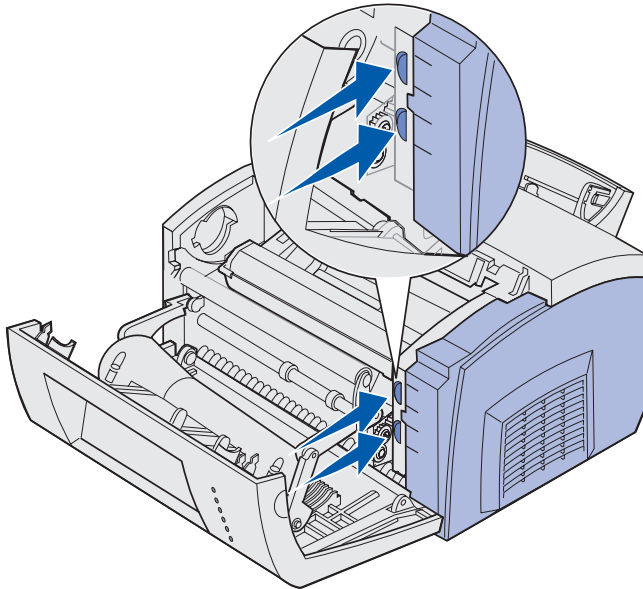
## Removing the printer side cover

Before installing any memory options, you must remove the printer side cover.

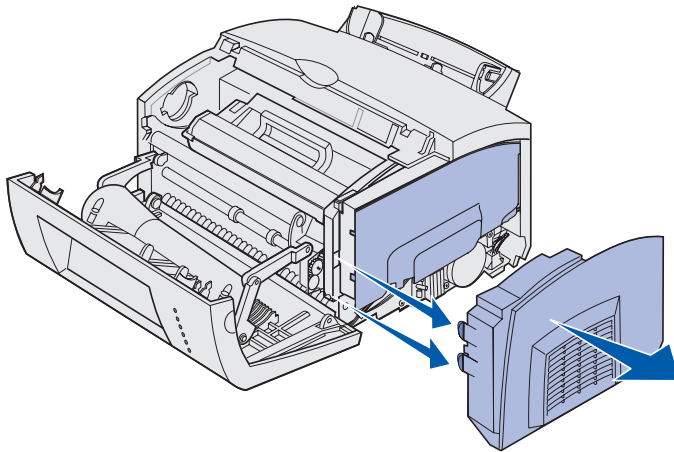
- 1 Open the printer front cover.



- 2** Firmly push in the two oval tabs as you pull open the side cover.



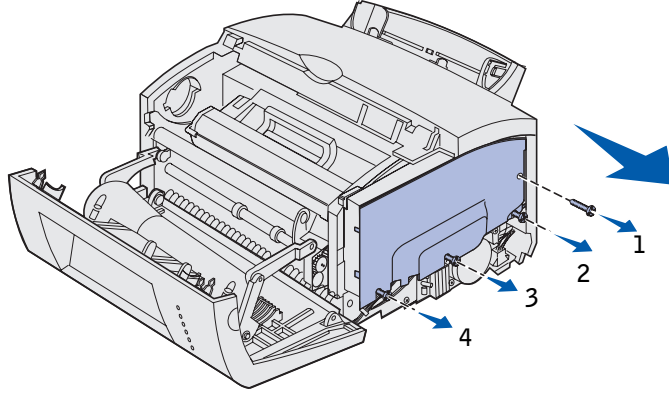
- 3** Gently pull off the cover and set it aside.



## Removing the system board shield

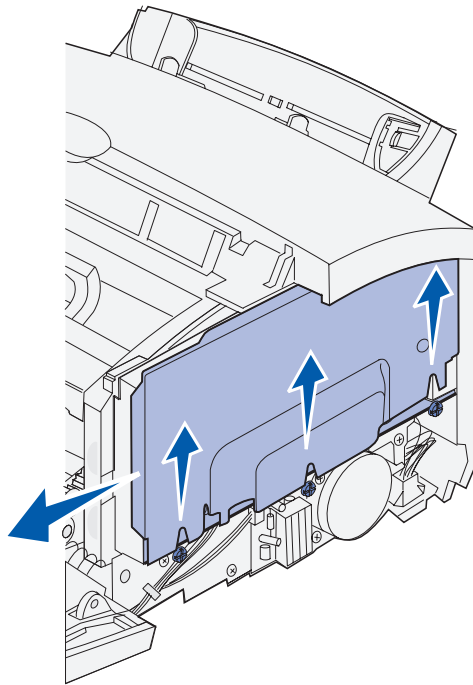
Use a No. 2 Phillips screwdriver to remove the system board shield.

- 1 Remove screw #1 and set it aside.



- 2 Loosen screws #2, #3, and #4, but do not remove them.

- 3 Lift the system board shield up over the screws, slide it toward the front of the printer, and set it aside.



## Installing a memory card

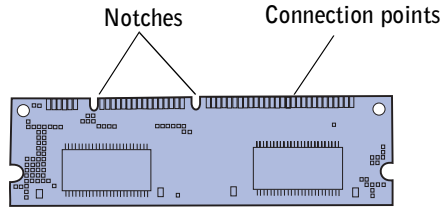
Follow the instructions in this section to install either a printer memory card or a flash memory card.

The system board has two connectors for optional memory cards. You can install a card in either connector.

**NOTICE:** Memory cards are easily damaged by static electricity. Touch something metal on the printer before you touch a memory card.

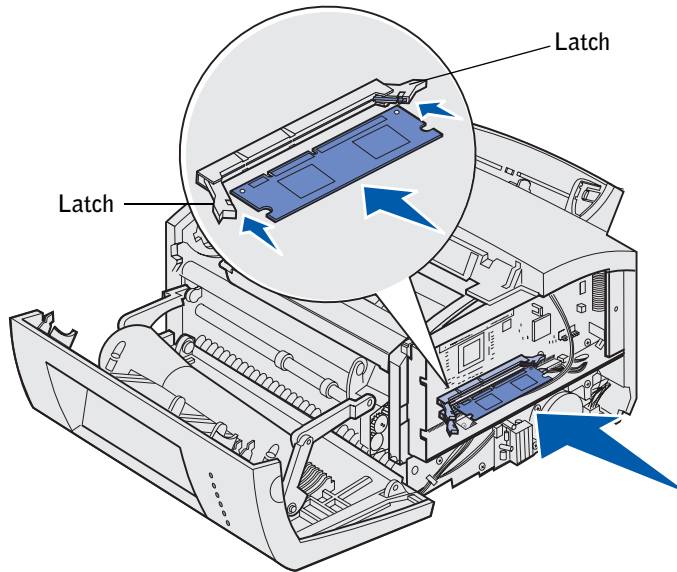
- 1 Complete the steps in "Removing the system board shield" on page 28.

- 2 Unpack the printer memory card.



Avoid touching the connection points along the edge of the card. Save the packaging.

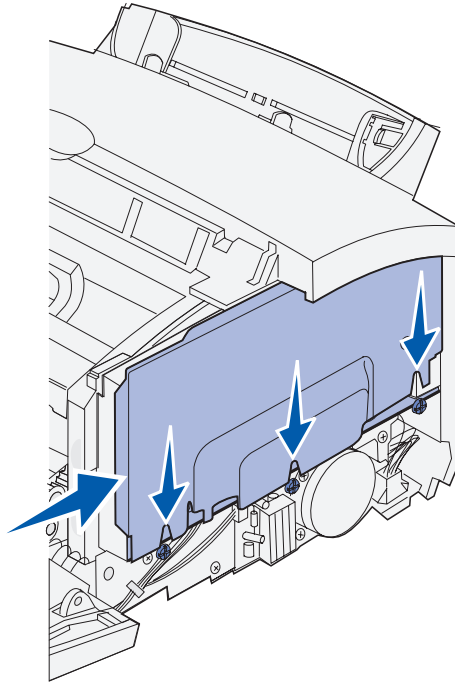
- 3 Align the notches on the bottom of the card with the notches on the connector.



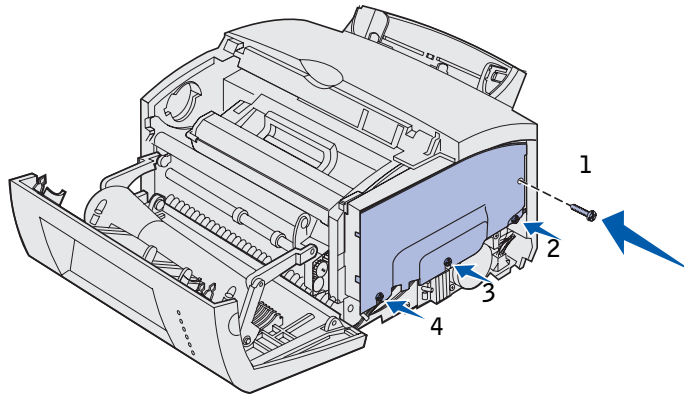
- 4 Guide the card between the latches on each end of the connector and push the card firmly into the connector.
- 5 Make sure each latch fits over the notch on each end of the memory card.
- 6 Reattach the metal shield and side cover. See page 31 for instructions.

## Reinstalling the system board shield

- 1 Align the shield over the bottom screws, slide it toward the back of the printer, and lower it down onto the screws.

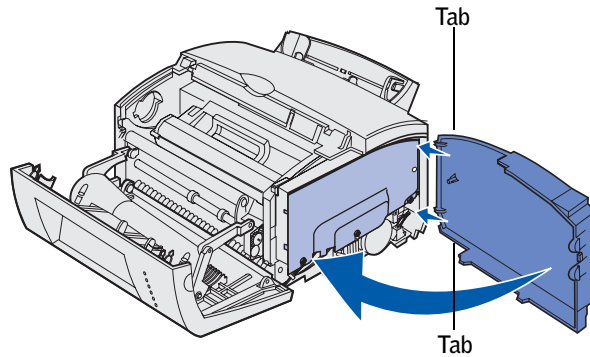


- 2 Tighten screws #2, #3, and #4, and reattach screw #1 to keep the shield in place.



## Reattaching the printer side cover

- 1 Align the top and bottom tabs with the corresponding slots.



- 2 As you close the printer side cover, push the oval tabs firmly into the slots.
- 3 Close the printer front cover.



## SECTION 5

# Load paper

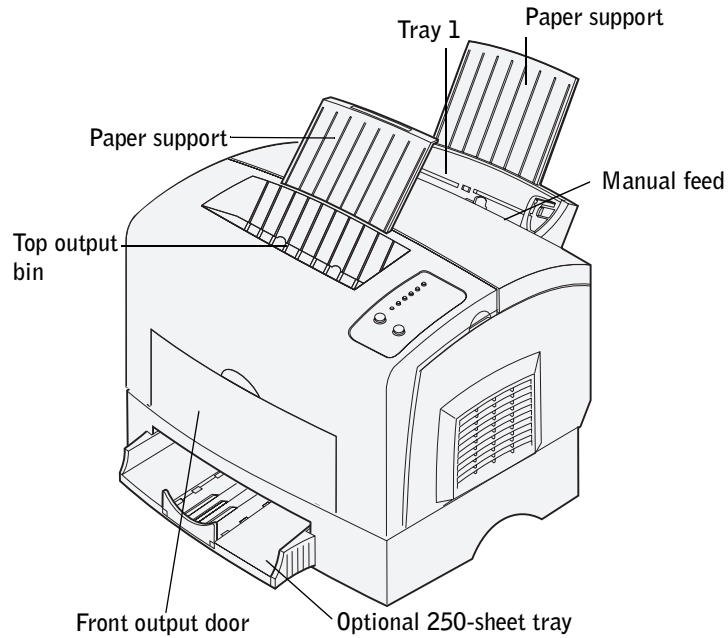
---

Loading tray 1

Loading the optional 250-sheet tray

Loading the manual feed

Your printer has two standard paper sources: tray 1, which holds up to 150 sheets of plain paper, and a single-sheet manual feed. Use tray 1 for most print jobs. Use the manual feed to feed a single page, transparency, envelope, label, or card stock.



You can increase your printer's paper capacity with the optional 250-sheet tray.

An output bin on top of the printer holds up to 100 sheets. The single-sheet front output door provides a straight-through paper path for specialty media, reducing curling and potential paper jams.

The following table lists page numbers where you can find loading instructions for each tray.

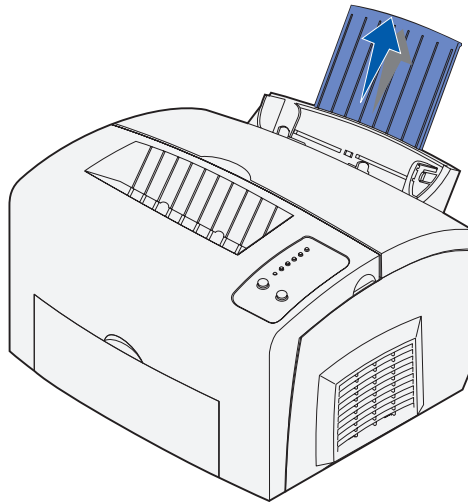
<b>Source</b>	<b>Capacity (sheets)</b>	<b>Paper sizes supported</b>	<b>Paper types supported</b>	<b>Go to page...</b>
Tray 1	150	A4, A5, B5, letter, legal, executive, folio	Plain paper, transparencies, labels, card stock	36
Optional 250-sheet tray	250		Plain paper	40
Manual feed	1		Plain paper, transparencies, envelopes, labels, card stock	45

## Loading tray 1

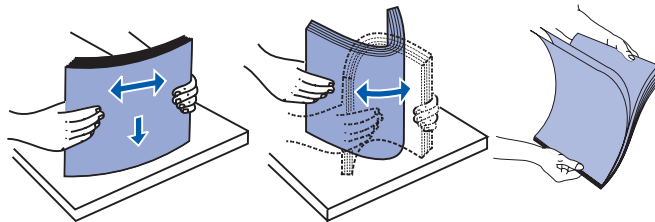
Use tray 1, which is behind the manual feed, to feed paper and specialty media.

Tray 1 holds up to 150 sheets of paper, 10 sheets of transparencies or labels, 10 envelopes, 10 sheets of card stock.

- 1 Extend the rear paper support until you hear it *click* twice.

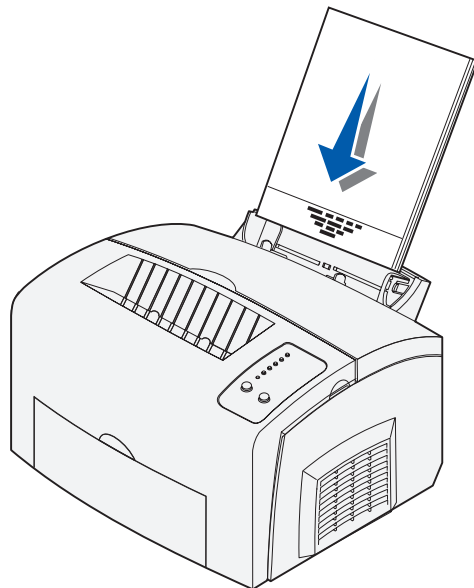


- 2 Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.

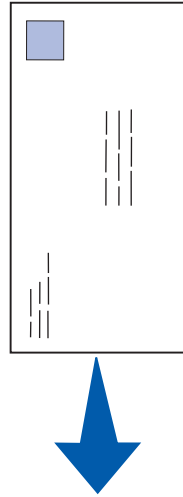


**3** If loading:

- letterhead paper, insert letterhead with the top of the page pointing down, facing you



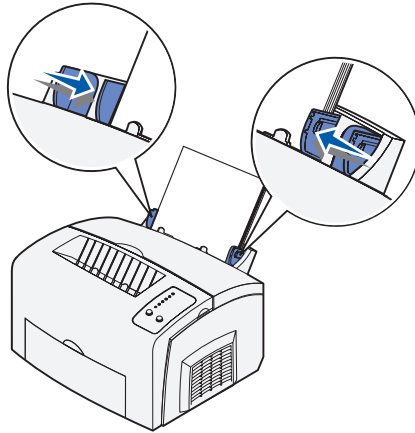
- envelopes, insert them vertically, flap side down with the stamp area in the top left corner




To reduce paper jams, do not use envelopes that:

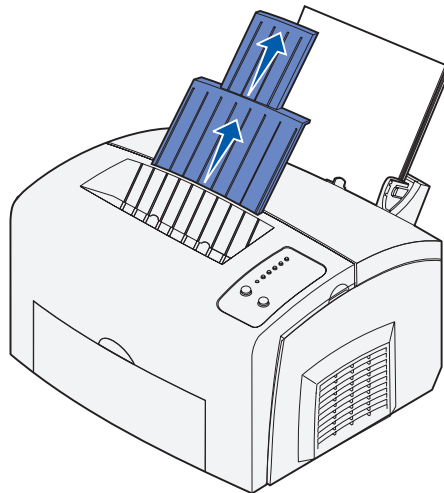
- Have excessive curl
- Are stuck together
- Are damaged in any way
- Contain windows, holes, perforations, cutouts, or embossing
- Use metal clasps, string ties, or metal folding bars
- Have postage stamps attached
- Have any exposed adhesive when the flap is in the sealed position

- 4 Slide the paper guides against the edges of the paper or envelopes.



 **NOTE:** Do not forget to select the paper type and paper size from your software application.

- 5 Extend the front paper support on the top output bin until you hear it *click* once.

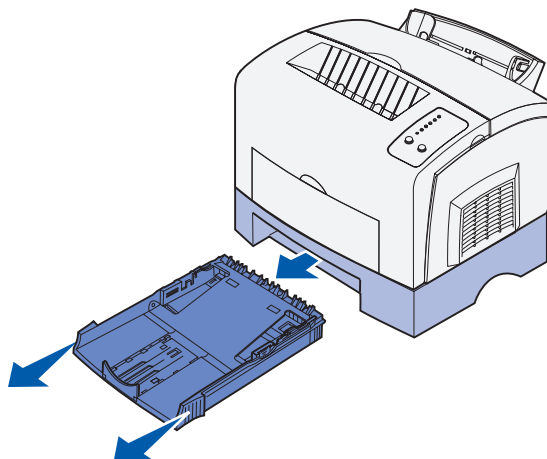


- 6 If you are printing on legal size paper, extend the front paper support until you hear it *click* twice.

- 7 Open the front output door for a straight-through paper path if you are printing on specialty media.

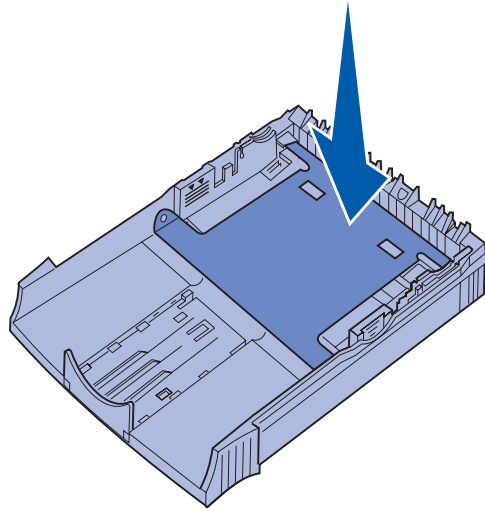
## Loading the optional 250-sheet tray

- 1 Grasp the tabs on either side of the tray and pull it completely out of the printer.



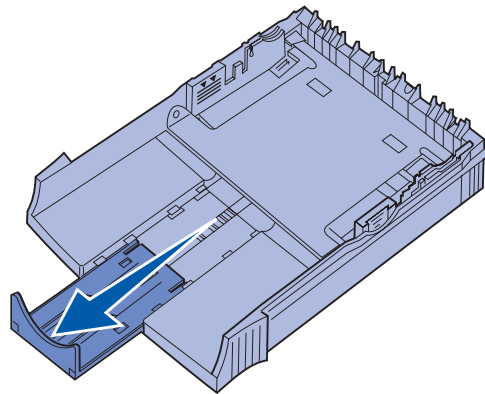


- 2 Make sure the metal plate is pressed down before inserting the tray into the printer.

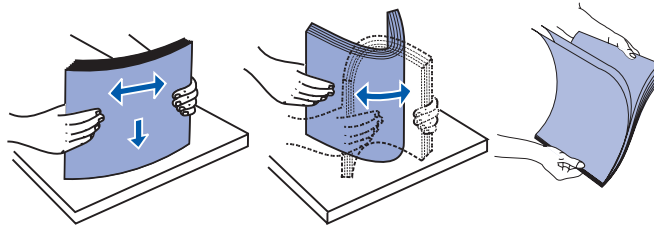


After the tray is inserted, the metal plate springs back up so the paper can feed into the printer.

- 3 If loading A4 or legal size paper, extend the paper support on the front of the tray.

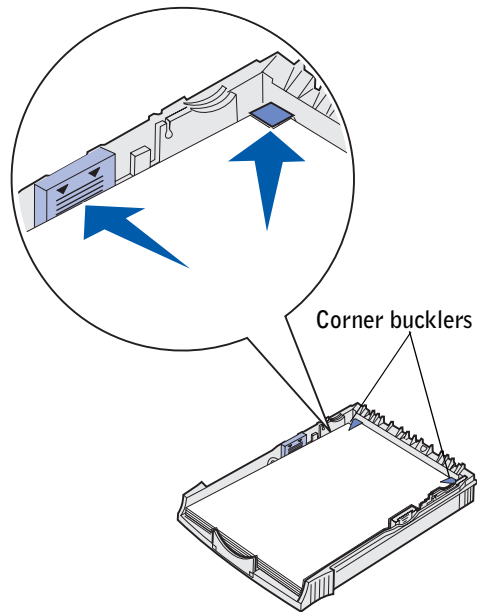



- 4 Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.



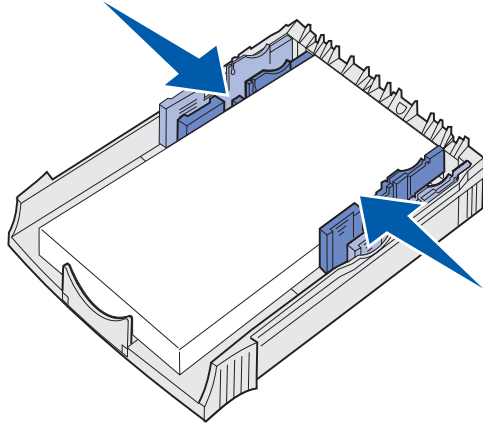
- 5 If loading letterhead paper, insert letterhead face down with the top of the page entering the printer first.

- 6 Make sure the paper is under both corner bucklers and lying flat in the tray.

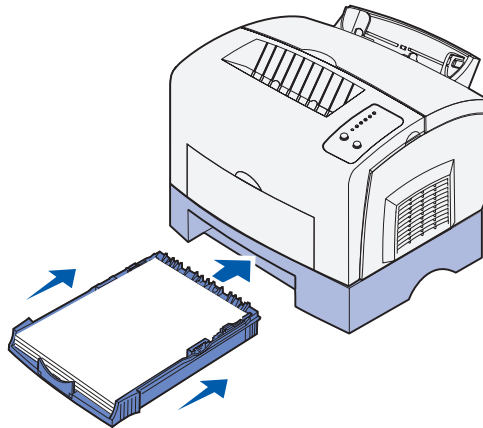



 **NOTE:** When you load the tray, do not exceed the maximum stack height indicated by the label in the tray. Overfilling the tray may cause paper jams.

7 Slide the paper guides flush against the edges of the paper.



8 Reinstall the tray, making sure it is pushed all the way in.

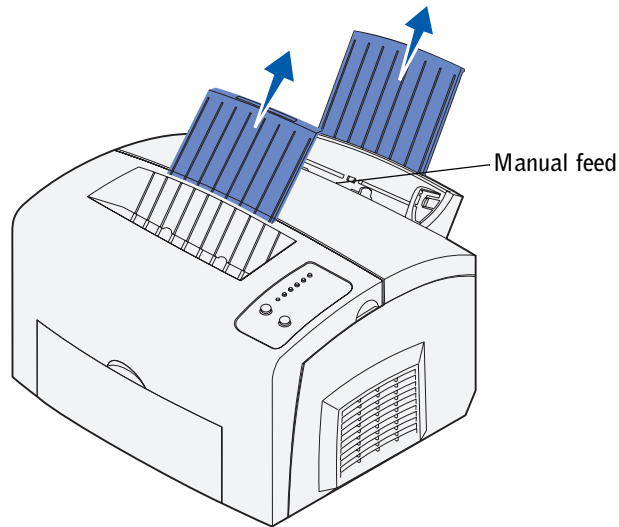


 **NOTE:** Do not forget to select the paper type and paper size from your software application.

# Loading the manual feed

Use the manual feed to feed media, one sheet at a time, into your printer.

If you experience problems feeding envelopes or card stock in tray 1, try printing them one at a time from the manual feed.

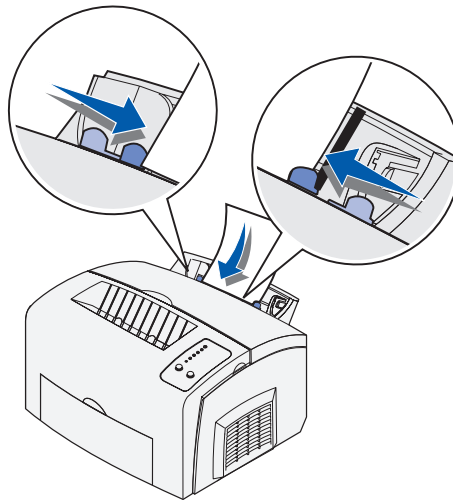



- 1** Extend the rear paper support until you hear it *click* twice.
- 2** Extend the front paper support on the top output bin until you hear it *click* once.
- 3** If loading legal size paper, extend the paper support until you hear it *click* twice.
- 4** Open the front output door if you are printing on specialty media.
- 5** If loading:
  - letterhead paper, insert one sheet of letterhead with the top of the page pointing down, facing you
  - card stock, insert one card or sheet vertically
  - envelopes, insert one envelope vertically, flap side down with the stamp area in the top left corner

To reduce paper jams, do not use envelopes that:

- Have excessive curl
- Are stuck together
- Are damaged in any way
- Contain windows, holes, perforations, cutouts, or embossing
- Use metal clasps, string ties, or metal folding bars
- Have postage stamps attached
- Have any exposed adhesive when the flap is in the sealed position

6 Slide the paper guides flush against the edges of the paper or envelope.



 **NOTE:** Do not forget to select the paper type and paper size from your software application.

## SECTION 6

# Connect your printer

---

Attaching a cable

Turning on the printer

Software overview

Installing printer drivers

Sharing your printer

## Attaching a cable

**NOTE:** Before you connect your printer to your computer, you must first complete the Microsoft® Windows® operating system setup. Refer to the documentation that came with your computer for instructions.

You can attach your printer using either a USB or parallel cable, but do not use both.

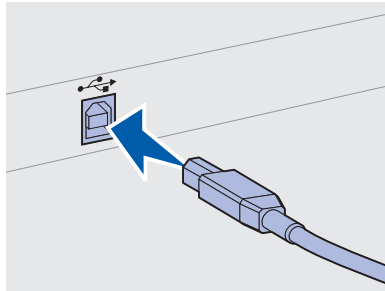
- A USB port requires a USB cable. Be sure to match the USB symbol on the cable to the USB symbol on the printer.
- A parallel port requires an IEEE-1284 compliant parallel cable.

**CAUTION:** Ensure that the printer, computer, and any attached devices are turned off and disconnected from electrical outlets before you connect your printer to your computer.

To attach the printer to a computer:

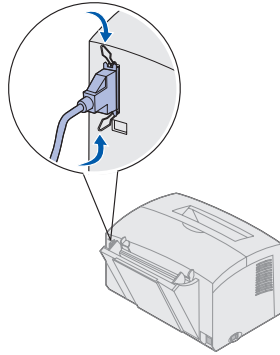
- 1 Connect the printer to the computer using a USB or parallel cable.

If you are using a USB cable, plug the printer into a USB port on the back of the computer, not the USB keyboard.



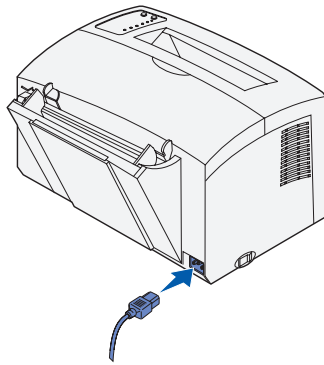


If you are using a parallel cable, snap down the clips on the printer to secure the parallel cable.

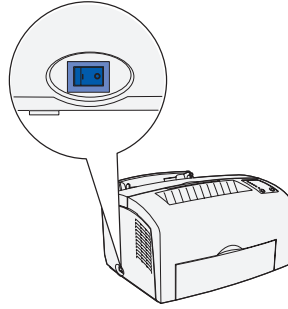


## Turning on the printer

- 1 Plug one end of the printer cord into the power cord connector at the back of the printer and the other end into a properly grounded wall outlet.



- 2 Turn on the printer.



All operator panel lights cycle (each light blinks, from top to bottom, and then cycles again).

If the operator panel lights do not come on when the printer is turned on, make sure the power cord is firmly plugged in at the back of the printer and at the electrical outlet.

If the printer is on but nothing prints, or if print jobs are not printing and the Error light is on solid, make sure the toner cartridge is installed.

## Software overview

Use the *Drivers and Utilities* CD that came with your printer to install a combination of software applications, depending on your operating system.

Operating System	Status Monitor	Printing Status Window	Dell Toner Re-order Window	Local Printer Setup Utility	Dell Printer Software Uninstall	Driver Profiler
Windows 98, Windows Me	Y	N	N	Y	Y	Y
Windows NT® 4.0	N	N	N	Y	Y	Y
Windows 2000, Windows XP	N	Y	Y	Y	Y	Y

**NOTE:** If you purchased your printer and computer separately, you must use the *Drivers and Utilities* CD to install these software applications.

## Status Monitor

The Status Monitor alerts you when an error or warning occurs, for example, when the top cover is open or toner is running low.

The Status Monitor launches when you send a print job to the printer and only appears on the computer screen when an error or warning occurs.

## Printing Status window

The Printing Status window displays the status of the printer (Printer Ready, Printer Offline, and Error-Check Printer) and the name of the job when you send a job to print. The Printing Status window also displays the level of toner so you can:

- Monitor the toner level for your printer.
- Click **Order Toner** to order replacement toner cartridges.  
See "Toner Re-order window" on page 51 for more information.

## Toner Re-order window

The Order Toner Cartridges dialog box can be launched from the Printing Status window, the Programs window, or the desktop icon.

You can order toner by phone or from the Web.

- 1** Click **Start** → **Programs** or **All Programs** → **Dell Printers** → **Dell Laser Printer P1500** → **Dell Toner Re-Order Application**.  
The Order Toner Cartridges window appears.
- 2** If ordering from the Web:
  - a** Choose your printer model from the drop-down list on the screen.
  - b** Enter your Dell printer Service Tag number in the field provided.  
Your Service Tag number is located on your printer.
  - c** Click **Visit Dell's cartridge ordering web site**.
- 3** If ordering by phone, call the number that appears under the **By Telephone** heading.

## Dell Local Printer Setup Utility

Use the Dell Local Printer Setup Utility to change and save printer settings not available from the printer driver. When you change these settings, they remain in effect until you make another selection and apply it, or until you restore the original printer settings (called factory default settings). The settings are organized by menu, much like a printer operator panel.

The Dell Local Printer Setup Utility is installed automatically on your computer when you install the Dell printer driver. Click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer P1500** → **Dell Local Printer Setup Utility**.

## Dell Printer Software Uninstall

Use the Uninstall software utility to remove any currently installed printer software or printer objects.

For Windows 98, Windows 2000, Windows Me, or Windows NT 4.x you can access the Uninstall software utility two ways:

- 1** Click **Start** → **Settings** → **Printers**.
  - a** Select the printer object to uninstall, and then right-click the mouse.
  - b** Select **Dell Software Uninstall**.
  - c** Select the components to uninstall, and then click **Next**.
  - d** Click **Uninstall Now**.
  - e** Click **OK** when the uninstall is complete.
- 2** Click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer P1500**.
  - a** Select **Dell Printer Software Uninstall**.
  - b** Select the components to uninstall, and then click **Next**.
  - c** Click **Uninstall Now**.
  - d** Click **OK** when the uninstall is complete.

For Windows XP:

- 1 Click **Start** → **All Programs** → **Dell Printers** → **Dell Laser Printer P1500**.
- 2 Select **Dell Printer Software Uninstall**.
- 3 Select the components to uninstall, and then click **Next**.
- 4 Click **Uninstall Now**.
- 5 Click **OK** when the uninstall is complete.

### **Driver Profiler**

Use the Driver Profiler to create driver profiles that contain custom driver settings. A driver profile can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and N-Up (document settings)
- Installation status of an output tray (printer options)
- User-defined paper sizes (custom papers)
- Simple text and watermarks
- Overlay references
- Font references
- Form associations

## **Installing printer drivers**

A printer driver is software that lets your computer communicate with your printer.

### **If you purchased your Dell printer and computer together**

The printer drivers and utilities described in the Software Overview are automatically installed—you are ready to print!


## If you purchased your Dell printer separately

To obtain all the features described in the Software Overview, use the *Drivers and Utilities* CD to install it. Use the following table to find the instructions you need for your operating system.

Computer operating system	Go to page ...
Windows XP	54
Windows 2000	55
Windows Me	56
Windows NT 4.x	57
Windows 98	57

You need to complete Microsoft's Plug and Play before installing the driver from your printer drivers CD.

## Using Windows XP with a USB or parallel cable

 **NOTE:** Business versions of Windows XP require that you have administrative access to install printer drivers on your computer.

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD into your computer.

The Wizard automatically searches for an appropriate driver.

- 2 Scroll through the list of drivers until you see D:\drivers\win\_2000\dkaae1da.inf selected in the Location column. Instead of D:\ you will see the letter of your CD-ROM drive.

- 3 Click **Next**.

The wizard copies all of the necessary files and installs the printer drivers.

- 4 Click **Finish** when the software is installed.

- 5 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).

- 6 Select **SETUPEXE**, and then click **OK**.

- 7 When the Dell *Drivers and Utilities* screen appears, click **Install** to install the additional software for your printer.

When all of the files are installed on your computer, the Congratulations screen appears.

- 8 Click **Print a Test Page** to verify printer setup.
- 9 Click **Finish** when the test page prints successfully.
- 10 Close the *Drivers and Utilities* CD screen.

### **Using Windows 2000 with a USB or parallel cable**

When you attached the cable and turned on the printer and computer, the Found New Hardware Wizard screen appeared on your computer screen.


- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for a suitable driver**, and then click **Next**.
- 3 Only select **Specify a location**, and then click **Next**.
- 4 Browse to the location of the printer driver on the *Drivers and Utilities* CD.

D:\Drivers\Win\_2000\

Replace D:\ with the letter of your CD-ROM drive (for example, type D:\ where *D* is the drive letter of your CD).

- 5 Click **Open**, and then click **OK**.
- 6 Click **Next** to install the driver that is displayed.
- 7 Click **Finish** when the software is installed.
- 8 When the Dell *Drivers and Utilities* CD screen appears, choose **Install** to install the additional software for your printer.  
When all the files are installed on your computer, the Congratulations screen appears.
- 9 Click **Print a Test Page** to verify printer setup.
- 10 Click **Finish** when the test page prints successfully.
- 11 Close the *Drivers and Utilities* CD screen.

## Using Windows Me with a USB or parallel cable


 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD.

The Wizard automatically searches for the USB driver on the CD and installs it.

 **NOTE:** If you are using a parallel cable, skip to step 3.

- 2 After the USB port driver is found, click **Finish**.
- 3 Select **Automatic search for the best driver (recommended)**, and then click **Next**.

The wizard searches for a printer driver.

- 4 Select your printer and driver from the list on the screen, and then click **OK**. Use the following table to identify the driver for your language.


<b>If your computer uses this language</b>	<b>Select the driver from the list</b> <b>(Replace the D:\ in the table with the letter of your CD-ROM drive)</b>
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF


- 5 Use the default printer name (for example, Dell Laser Printer P1500) or type a unique name for your printer, and then click **Next**.
- 6 A test page will print automatically. Click **YES** when the test page prints successfully.



- 7 Click **Finish** to complete the installation and close the wizard. You are now ready to print.
- 8 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).
- 9 Select **SETUPEXE**, and then click **OK**.
- 10 When the Dell *Drivers and Utilities* CD screen appears, click **Install** to install the additional software for your printer.  
If you are prompted to restart your computer, click **Yes**.  
Otherwise, the Congratulations screen appears.
- 11 Close the *Drivers and Utilities* CD screen.

## Using Windows NT with a parallel cable

 **NOTE:** USB support is not available for Windows NT operating systems.


 **NOTE:** You need administrative access to install printer drivers on your computer.

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

When all the files are installed on your computer, the Congratulations screen appears.

- 3 Click **Finish** to complete the installation and close the wizard. You are now ready to print.
- 4 Close the *Drivers and Utilities* CD screen.


## Using Windows 98 with a USB or parallel cable

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.

 **NOTE:** If you are using a parallel cable, skip to step 7.

- 2 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 3 Select **CD-ROM drive only**, and then click **Next**.
- 4 After the wizard finds the USB port driver, click **Next**.
- 5 When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

- 6 Click **Next** to search for a printer driver.
- 7 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 8 Only select **Specify a location** and browse to the location of the printer driver on the *Drivers and Utilities* CD, and then click **OK**.

Use the following table to identify the driver for your language.

<b>If your computer uses this language</b>	<b>Select the driver from the list</b> <b>(Replace the D:\ in the table with the letter of your CD-ROM drive)</b>
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 9 Highlight the driver, and then select to install the **updated driver (recommended)**.
- 10 Click **Next**.
- 11 Click **Next** to complete installation.
- 12 Use the default printer name (for example, Dell Laser Printer P1500) or type a unique name for your printer, and then click **Next**.
- 13 Click **Finish**.
- 14 A test page will print automatically. Click **YES** when the test page prints successfully.
- 15 Click **Finish** to complete the installation. You are now ready to print.
- 16 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).

- 17 Select **SETUPEXE**, and then click **OK** to launch the Dell *Drivers and Utilities* CD.
- 18 When the Dell *Drivers and Utilities* screen appears, click **Install** to install the additional software for your printer.  
If you are prompted to restart your computer, click **Yes**.  
Otherwise, the Congratulations screen appears.
- 19 Close the *Drivers and Utilities* CD screen.

## Sharing your printer

To share your new printer with other users, you need to set it up to be shared, and then copy the printer drivers to their computers:

- 1 Click **Start** → **Settings** → **Printers**.
- 2 Select the **Dell Laser Printer P1500** icon.
- 3 Click **File** → **Sharing**.
- 4 Check the **Shared as** check box, and then type a name in the Shared Name text box.
- 5 Click **Additional Drivers** and select the operating systems of all other users printing to this printer.
- 6 Click **OK**.

If you are missing files, you are prompted to insert the computer operating system CD.

To check that the printer was successfully shared:

- Make sure the printer object in the Printers folder shows it is shared. For example, in Windows 2000, a hand is shown underneath the printer icon.
- Browse Network Neighborhood. Find the host name of the server and look for the shared name you assigned to the printer.

Other users who want to connect to your printer need to install the printer drivers on their computer:

- 1 Insert the *Drivers and Utilities* CD that came with the shared printer, and then click **Install**.
- 2 Click **I am installing software for a printer that is shared through another computer**.
- 3 Type the name of the computer and printer share name. For example, `\\server1\dellprinter`

To find out the computer name, browse Network Neighborhood. Find the name of the computer and look for the shared name you assigned to the printer.

When all the files are installed on your computer, the Congratulations screen appears.

- 4** Click **Print a Test Page** to verify printer setup.
- 5** Click **Finish** when the test page prints successfully.

SECTION 7

## **Configure paper trays**

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Type and size settings

## Type and size settings

Set the driver and Dell Local Printer Setup Utility to the type and size of paper loaded in the paper trays.

- 1 Launch the Dell Local Printer Setup Utility (**Start** → **Programs** → **Dell Printers** → **Dell Laser Printer P1500** → **Dell Local Printer Setup Utility**).
- 2 Select your Dell Laser Printer P1500.
- 3 Click **OK**.
- 4 In the left column, click **Paper**.
- 5 In the right column, go to the Tray 1 section. Specify what size and type of media you loaded into tray 1.
- 6 In the right column, go to the Tray 2 section. Specify what size and type of media you loaded into tray 2.
- 7 On the Menu Bar, Click **Actions** → **Apply Settings**.
- 8 Close the utility.



**NOTE:** If you change the size or type of media loaded into either tray, use the Local Printer Setup Utility to reconfigure the tray.

- 9 Update your driver by following the instructions in the table.

Windows XP	<ol style="list-style-type: none"> <li>1 Click <b>Start</b> → <b>Settings</b> → <b>Printers and Faxes</b>.</li> <li>2 Right-click the <b>Dell Laser Printer P1500</b> icon.</li> <li>3 Click <b>Properties</b> → <b>Device (or Options)</b> → <b>Update (or Update Now)</b>.</li> <li>4 Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</li> </ol>
Windows 2000 Windows NT 4.0	<ol style="list-style-type: none"> <li>1 Click <b>Start</b> → <b>Settings</b> → <b>Printers</b>.</li> <li>2 Right-click the <b>Dell Laser Printer P1500</b> icon.</li> <li>3 Click <b>Properties</b> → <b>Device (or Options)</b> → <b>Update (or Update Now)</b>.</li> <li>4 Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</li> </ol>
Windows Me Windows 98	<ol style="list-style-type: none"> <li>1 Click <b>Start</b> → <b>Settings</b> → <b>Printers</b>.</li> <li>2 Right-click the <b>Dell Laser Printer P1500</b> icon.</li> <li>3 Click <b>Properties</b> → <b>Device (or Features)</b> → <b>Update (or Update Now)</b>.</li> <li>4 Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</li> </ol>

If **Update** is unavailable, follow these steps:

- a** In the Available Options list, click **250-sheet tray** or **500-sheet tray**.
- b** Click **Add**.
- c** Click **OK**, and then close the Printers folder.

If **Update Now** is unavailable, follow these steps:

- a** In the Options list, find 250-sheet tray or 500-sheet tray.
- b** Change the setting from Not Installed to Installed.
- c** Click **OK**, and then close the Printers folder.





SECTION 8

## **Verify printer setup**

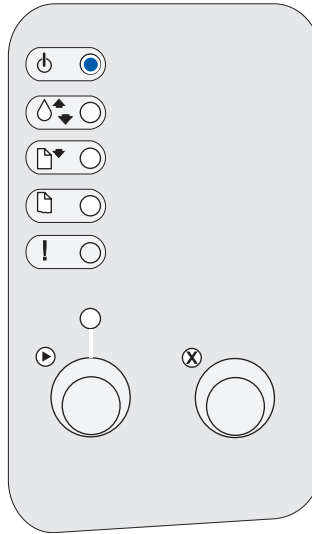
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Printing a menu settings page

## Printing a menu settings page

Print a menu settings page for a list of current printer settings.

- 1 When the Ready/Data light is on solid, press and release **Continue** to print the page.



- 2 On the menu settings page:

- Verify that the options you installed are correctly listed under “Installed Features.” If an option you installed is not listed on the menu settings page, turn the printer off, unplug the power cord, and reinstall the option.
- Verify that the amount of memory installed is correctly listed under “Printer Information.” Verify that the paper trays are configured for the sizes and types of paper you loaded.

**NOTE:** When you add or remove the optional 250-sheet tray, remember to update the printer’s configuration through your printer driver.

For tips on successful printing, examples of common operator panel light sequences, ways to improve print quality, solutions for printing problems, and instructions for replacing supplies, refer to the Dell Personal Laser Printer P1500 *User’s Guide* on the *Drivers and Utilities* CD (**Start** → **Programs** → **Dell Printers** → **Dell Laser Printer P1500** → **User’s Guide**).

- 3** Update your driver by following the instructions in the table. If the printer is on the network, update the driver for each client.

Windows XP	<p><b>1</b> Click <b>Start</b> →<b>Settings</b> →<b>Printers and Faxes</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer P1500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> →<b>Device (or Options)</b> →<b>Update (or Update Now)</b>.</p> <p><b>4</b> Click <b>OK</b> →<b>OK</b>. Close the Printers folder.</p>
Windows 2000 Windows NT 4.0	<p><b>1</b> Click <b>Start</b> →<b>Settings</b> →<b>Printers</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer P1500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> →<b>Device (or Options)</b> →<b>Update (or Update Now)</b>.</p> <p><b>4</b> Click <b>OK</b> →<b>OK</b>. Close the Printers folder.</p>
Windows Me Windows 98	<p><b>1</b> Click <b>Start</b> →<b>Settings</b> →<b>Printers</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer P1500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> →<b>Device (or Features)</b> →<b>Update (or Update Now)</b>.</p> <p><b>4</b> Click <b>OK</b> →<b>OK</b>. Close the Printers folder.</p>

If **Update** is unavailable, follow these steps:

- a** In the Available Options list, click **250-sheet tray**.
- b** Click **Add**.
- c** Click **OK**, and then close the Printers folder.

If **Update Now** is unavailable, follow these steps:

- a** In the Options list, find **250-sheet tray**.
- b** Change the setting from **Not Installed** to **Installed**.
- c** Click **OK**, and then close the Printers folder.



SECTION 9
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# Appendix

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Contacting Dell

Limited Warranties and Return Policy

Dell Computer Corporation Ink and Toner Cartridges  
Limited Warranties

Dell Software License Agreement

# 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>
Belgium (Brussels)	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: 32	E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	
City Code: 2	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

<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>
Canada (North York, Ontario) International Access Code: 011 Country Code: 1	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
Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail Support (portable computers): <a href="mailto:den_nbk_support@dell.com">den_nbk_support@dell.com</a> E-mail Support (desktop computers): <a href="mailto:den_support@dell.com">den_support@dell.com</a> E-mail Support (servers): <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Customer Care (Relational) Home/Small Business Customer Care Switchboard (Relational) Fax Switchboard (Relational) Switchboard (Home/Small Business) Fax Switchboard (Home/Small Business)	7023 0182 7023 0184 3287 5505 3287 1200 3287 1201 3287 5000 3287 5001

<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: support.euro.dell.com	
International Access Code: 990	E-mail: fin_support@dell.com	
Country Code: 358	E-mail Support (servers): Nordic_support@dell.com	
City Code: 9	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: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/fr/fr/emaildell/	
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>
<b>Germany (Langen)</b>	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
<b>Greece</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/gr/en/emaildell/">support.euro.dell.com/gr/en/emaildell/</a>	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044

<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>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	Ireland 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="mailto: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>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>
Latin America	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>Mexico</b>	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

<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: support.euro.dell.com	
	E-mail (Technical Support):	
	(Enterprise): nl_server_support@dell.com	
	(Latitude): nl_latitude_support@dell.com	
	(Inspiron): nl_inspiron_support@dell.com	
	(Dimension): nl_dimension_support@dell.com	
	(OptiPlex): nl_optiplex_support@dell.com	
	(Dell Precision): nl_workstation_support@dell.com	
	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	
Norway (Lysaker) International Access Code: 00 Country Code: 47	Website: support.euro.dell.com	
	E-mail Support (portable computers):	
	nor_nbk_support@dell.com	
	E-mail Support (desktop computers):	
	nor_support@dell.com	
	E-mail Support (servers):	
	nordic_server_support@dell.com	
	Technical Support	671 16882
Relational Customer Care	671 17514	
Home/Small Business Customer Care	23162298	
Switchboard	671 16800	
Fax Switchboard	671 16865	

<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>Poland (Warsaw)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support@dell.com">pl_support@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="mailto:support.euro.dell.com/pt/en/emailldell/">support.euro.dell.com/pt/en/emailldell/</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>Singapore (Singapore)</b>	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

<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>
Spain (Madrid)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/es/es/emaildell/	
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
Sweden (Upplands Vasby)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: swe_support@dell.com	
Country Code: 46	E-mail Support for Latitude and Inspiron: Swe-nbk_kats@dell.com	
City Code: 8	E-mail Support for OptiPlex: Swe_kats@dell.com	
	E-mail Support for Servers: Nordic_server_support@dell.com	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185

<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>
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:swisstech@dell.com">swisstech@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)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> 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> 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

<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	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	<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: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	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)



# Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, one-year, two-year, three-year, or four-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 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 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 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 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 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	1-877-459-7298
<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 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 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.

## 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 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 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 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 thirty days from the date on the packing slip or invoice, 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 date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the date on the packing slip or invoice.

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 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 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 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 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 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 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 (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 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 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.

### **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 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 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 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.

## **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.

# Dell Computer Corporation 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 Computer Corporation 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.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY 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. DELL'S 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 DELL IS RESPONSIBLE.

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 Computer Corporation 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.

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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.

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

The software and documentation are "commercial items" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government end users acquire the software and documentation with only those rights set forth herein. Contractor/manufacturer is Dell Products, L.P., One Dell Way, Round Rock, Texas 78682.

## **General**

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



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