



Customer FAQs

Dell OptiPlex™ SX270 / GX270 / GX280 Out of Warranty Support Program

What is the program?

Dell Americas will provide out of warranty coverage for motherboard failures related to the leaking or expanding capacitors on the affected OptiPlex™ SX270, GX270, and GX280 systems. The terms of the offer specify the system must be 5-years or less from the original date of purchase, or 31-January-2008, whichever is earlier. A technician will work with the customer to diagnose the root cause, and if it is a motherboard failure related to leaking or expanding capacitors, will dispatch a replacement motherboard and technician to install the part. NOTE: Coverage applies to motherboard, labor, and shipping only

Is this a global program?

This program applies to customers and their systems in North and South America only. Other regions are working with customers per existing warranty service coverage contracts. Additionally, Dell expects to develop a worldwide program to accommodate out of warranty customer needs in those other regions.

Why is Dell doing this?

Dell is standing behind the affected OptiPlex™ SX270 / GX270 / GX280 products and supporting out of warranty systems for motherboards which fail due to failing capacitors.

How do I take advantage of this program?

If your desktop computer is one of the affected systems and has a failed motherboard and is still within the time period of this motherboard replacement program call Dell Tech Support, as you would to troubleshoot any problem with your desktop. The technicians are trained and authorized to take action as per this program. Dell Technical Support 800-822-8965

How long is my system covered?

Your OptiPlex™ SX270 / GX270 / GX280 motherboard is covered by the program for 5 years from the original date of purchase, or 31-January-2008, whichever comes first.

Is there an affected date range for the system?

No. All OptiPlex™ SX270 / GX270 / GX280 systems with failed motherboards exhibiting expanding or leaking capacitors are eligible for this program within the terms of the offer.

Are any other platforms or components covered under this program?

No.

Is there any charge to the customer?

If the system falls within the terms of the offer, there will be no charge to the customer for the motherboard, labor and shipping.

What service support is included in the terms of this offer?

Dell Technical Support will dispatch a motherboard and a service technician (Dell Service Provider) under the terms of our Next Business Day (NBD) service offering. This offer supersedes the Service coverage provided on the system while it was under warranty.

How will the technician know that my motherboard is the source of the system failure?

Dell Technicians are trained to isolate hardware and software failures, and are backed up with a world-class diagnostic database. If the failure mode and symptoms identify a motherboard, the technician will dispatch a motherboard and service as per the terms of this offer.

What if my system failed out of warranty, but not because of a motherboard issue?

The Dell technician will help you troubleshoot to isolate the cause of failure. If it is not related to the motherboard and your system is out of warranty, the technician will recommend corrective action and transfer you to the Out of Warranty Support queue. You will have an opportunity to purchase the parts and service you need to get the system operational.

What if the technician diagnoses a motherboard failure, but the system still doesn't work after it's been replaced?

There could be another component that failed and interfered with diagnosis by the technician. Further, this failed component could then continue to prevent the system from operating normally. Other failed components are not covered under the terms of this offer, and may result in a subsequent call to Tech Support and the Out of Warranty Support Queue (see above).

Will this program be supported by Warranty Parts Direct?

No. WPD customers requesting Out of Warranty support will be directed to core Tech Support for fulfillment.

What if the customer just wants a motherboard and no service?

Once Tech Support has established that the customer needs a replacement motherboard as per the terms of this offer, the technician is authorized to dispatch the motherboard and service, or the motherboard only. Dell Technicians will be trained to ask specifically what the customer needs.

What if the customer sees failures continuing to increase in the population of Out of Warranty systems?

The first line of response is to provide break fix coverage through the Out of Warranty Support program. Please escalate an unacceptable rate of failure to your Account Executive or SAM Teams. The SAMs will work with the customer contact to understand the experience in the customer's environment and propose an appropriate solution.

What numbers should I call for Dell Tech Support?

Dell Technical Support 800-822-8965