

Dell Maintenance

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Overview

This article outlines the DELL hardware maintenance cover that you get when you purchase a Swivel Appliance. For troubleshooting see the [Hardware Appliance Installation](#)

Prerequisites

- Swivel DELL appliance
- Valid DELL Maintenance contract

Action

To report an issue with a Swivel appliance, if possible contact your reseller who will help diagnose the fault.

If the fault is definitely hardware related, then contact Dell directly. In order to request support from Dell it is likely that the Service Tag number, or serial number of the appliance will be required. In the first instance, the DELL engineer can provide some hardware diagnostic steps over the phone, which can assist in locating the fault.

For additional details regarding ProSupport please use the following URL:

[Dell ProSupport](#)

Will this be covered under the Dell Hardware support?

If it's a disk/hardware failure then it would be covered by 4 Hour ProSupport or Next Business Day depending on the warranty status of the DELL service tag. You'd need to enter the service tag on the DELL website. The warranty status of any service tag is publicly available information.

What is the delivery time for a replacement?

Subject to any country restrictions and a valid maintenance contract, 4 hours for Pro support.

What engineering assistance do they receive to get the replacement?

On site, DELL engineer with all the spare parts required. DELL will cover only the hardware.

Data Restoration

Following a hardware replacement it may be necessary to reinstall from backups, see [Recovery Disk for Appliances How to Guide](#)