



Dell XPS 15

Pushing innovation to the edge

Reviewer's Guide – May 2019



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XPS brand

XPS products are designed to be the best, with cutting-edge technologies, exceptional build quality, unique materials and powerful features. XPS brings together the most elegant designs and premium experiences to enhance your work and personal success. This combination ultimately results in beautifully crafted products with no compromises.

Premium design — XPS laptops are thoughtfully designed for performance and function. Every material is selected to enhance performance and every design decision made is made with purpose. XPS laptops are precision crafted from authentic materials like machined aluminum, carbon fiber, woven glass fiber and hardened Corning® Gorilla® Glass 4 for incredible durability and a superior experience.

Ultimate experience — While XPS laptops are thin and beautifully crafted, they also provide the most uncompromised experiences for work and play. XPS laptops have all of the performance you need, packed into smaller, thinner and more innovative designs. Each XPS product has a specific customer and usage in mind and a high performance standard to meet their expectations. Every interaction with your laptop from best-in-class displays to a superior touchpad and keyboard experience are prioritized for usability excellence.

Innovation – Innovation starts with XPS, where cutting-edge technologies like InfinityEdge displays and groundbreaking thermal design lead the way for the most aggressive form factors. Enabling technologies, like miniscule camera design shatter boundaries, while leadership in core technologies provide the best customer experiences.

Enjoy craftsmanship and durability for peace of mind and best-in-class interfaces at every interaction. Whatever you are doing, XPS products elevate your experience.



XPS 15

Feature Overview

Pushing innovation to the edge



Our most powerful XPS

More creating, less waiting: Our first 9th Gen Intel® Core™ processor with up to 8 cores and 16 threads, delivers the ultimate power for gamers and creators providing faster video and photo editing. The NVIDIA® GeForce® GTX 1650 GPU power accelerates your favorite creative apps for greater performance and faster speed in video editing, graphic design, photography, and game broadcasting. Supercharge your favorite games with the breakthrough graphics performance of the award-winning NVIDIA Turing™ architecture.

Dell Power Manager: A Dell-developed application that incorporates a wide variety of features from different frameworks to manage system behaviors such as acoustics (fan speeds), battery life, power, and performance. It allows user to customize based on their preferences between quiet, ultra-performance, cool, and optimized modes. For example, quiet mode is 50%* quieter than the other modes.

The user-selectable modes provided by Dell Power Manager allows you to dynamically change the power of the system. This solution, engineered by Dell, dynamically delivers the maximum amount of power from your processor, while intelligently monitoring and managing system temperatures. We only deliver the extra power when applications need it, conserving battery life.

Memory up to 64GB at 2666MHz is 1.2x faster than 2133MHz memory, meaning you get to the content that you need quicker and you aren't slowed down by memory-intensive applications.

Killer™ AX1650 built on Intel WiFi 6 Chipset: Featuring advanced Wi-Fi 6 technology and theoretical throughput speeds of up to 2.4 Gbps, the Killer AX1650 is nearly 3 times as fast* as the previous generation of 80MHz 2x2 AC products. The Killer 1650 automatically detects, classifies, and prioritizes streaming video, communication, and game traffic in your system for fast, smooth online experiences.

Longest battery life in a 15-inch laptop*: Up to 20½ hours* of battery life will keep you unplugged on the go.



XPS 15

Feature Overview



State-of-the-art viewing experience

Stunning view: An exceptional display, improved. The optional 4K Ultra HD display boasts 100% Adobe RGB color gamut and 1500:1 contrast ratio for stunning clarity and vivid, accurate color. Professionals have full color representation of their content in the field and on their display with exactly the same colors represented. For content that is not already in Adobe RGB format, like a webpage or movie, PremierColor Software remaps the colors easily so you are able to see them accurately on your screen. The screen is finished with a 0.65% anti-reflective coating, so you have a beautiful glossy screen without the glare when working outside. With a 25% brighter than before 500-nit brightness and IPS viewing, your view is spectacular from any angle.

Deep contrast: The OLED display option's self-lighting pixels can switch off completely to achieve perfect black for significantly higher contrast, an astronomical 100,000:1, so content comes alive with breathtaking detail especially in dark areas. Visuals are more true to life with wider color range, making it great for content creators.



XPS 15

Feature Overview

Incredible color, streaming and sound with Dell Cinema

Dell Cinema is an immersive cinematic experience delivered by a combination of innovative technologies all working in concert to transform the entertainment experience on PCs, taking you into a world of vibrant, life-like color, brilliant sound clarity and uninterrupted streaming on your XPS 15.

CinemaColor: Visuals appear every bit as vibrant as the world around you. Advanced hardware and software work together to power content with a superior dynamic range – delivering the deepest blacks, the most dazzling brights, and more vivid detail across the entire color spectrum.

- **Dell Color Profiles** enhances display color, contrast and white point to deliver richer, more detailed color representation. It dramatically improves the overall viewing experience on PC displays, using one of four user-selectable modes: movie, evening, animation and sports.
- **Dolby Vision™:** Dell CinemaColor with Dolby Vision can deliver colors never before seen on SDR PC displays. Dolby Vision content can deliver highlights that are up to 40 times brighter, and blacks that are up to 10 times darker.

CinemaSound: Waves MaxxAudio® Pro boosts volume and clarifies every tone, so you experience studio-quality sound. CinemaSound enhances your audio experience with Waves MaxxAudio® Pro 8.0 audio processing solution. It brings you a more dynamic sound stage with clearer highs, up to 260% more perceived bass, and up to 60% more volume so that you feel every note without distortion.

- Waves Nx brings 3D audio to your headphones, enveloping you in your movies, music and games.

CinemaStream: Killer Wireless channels maximum bandwidth to your videos or music for a seamless, stutter-free experience.



XPS 15

Feature Overview

Our smallest camera ever

Our engineering teams invested in advanced manufacturing technologies to produce an ultra-tiny camera, our smallest ever at 2.25mm, that could be integrated into the top bezel of the XPS 15 without compromise. This enabled us to deliver both a beautiful InfinityEdge design, and the most innovative HD laptop camera to provide a great customer experience while collaborating, streaming, and creating.

Miniaturization: Dell is the leading PC maker when it comes to miniaturizing its integrated webcams for systems that employ narrow bezel or InfinityEdge displays. A leader in thin bezel designs, Dell recognized several years ago that we would have to push webcam technology to its limits to shrink the size of our cameras and enable the best placement (at the top center of the display), while still allowing the display bezels to shrink dramatically. Dell invested heavily in our manufacturing process for these cameras to produce modules less than half the size of prior generations, while simultaneously increasing their quality.

4-element lens: This lens uses more elements than typical webcams to deliver sharp video in all areas of the frame. Inferior 3-element designs suffer from blurred details in the corners, as well as color artifacts.

Active alignment: The lens is assembled with extremely precise machinery to ensure that all points of the image are in precise focus. This is a technology typically only applied to high-end smartphones. It also helps enable the extremely small size of the camera needed to ensure both an InfinityEdge display and an optimal positioning of the camera.

Advanced temporal noise reduction: Dell was the first PC maker to adopt an advanced type of noise reduction called temporal noise reduction, which results in significantly better video quality, especially in dim lighting conditions. In this technique, the controller onboard the camera module performs substantially improved reduction of noise and grain by analyzing information from multiple frames of video simultaneously. This ensures clear and high quality video even if the user is poorly lit.



XPS 15

Feature Overview



Expert craftsmanship and innovative materials

Smallest performance 15.6-inch laptop*: The innovative InfinityEdge display makes the XPS 15 one of the smallest 15.6-inch performance laptops*, enabled by the InfinityEdge display with 5.7mm side bezels and a 7.08mm top bezel. It is a 15.6-inch laptop in an 14-inch footprint, and is also one of the lightest, starting at just 4 pounds.

Stunning strength: The XPS 15 is cut from a block of aluminum, so it's more durable than a machine that's pieced together. Inspired by the aerospace industry, the carbon fiber of the palm rest allows for maximum strength and minimal weight. Corning® Gorilla® Glass 4 is twice as damage resistant compared to competitive products.

Fine details: The Dell logo is a stainless tone on tone design, inspired by changing lifestyle trends.



XPS 15

Feature Overview

Advanced technology made simple

You are the password: Unlock your XPS using an optional fingerprint reader integrated into the power button. Windows Hello recognizes you and logs you on with a touch.

Leading-edge connectivity: A Thunderbolt™ 3 multi-use Type-C port allows you to charge your laptop, connect to multiple devices (including support for up to two 4K displays) and enjoy data transfers up to 40Gbps -- 8 times that of a USB 3.

Eco-wise

Saving our seas: Recognized by CES with a "2018 Best of Innovation Award," our packaging trays are a step beyond recycled. Twenty-five percent of the material consists of ocean plastics collected from coastal areas, while the remaining 75% is made up of other recycled plastics.

Smarter materials: Free of materials like cadmium, lead, mercury and some phthalates, it's also EPEAT® Gold registered* and BFR/PVC-free*.

Recycle-friendly: 90% of the laptop's parts can be easily recycled or reused.



The CES Innovation Awards are based upon descriptive materials submitted to the judges. CTA did not verify the accuracy of any submission or of any claims made and did not test the item to which the award was given."

Built for business

Manageable and secure: XPS is doing more than ever before to ensure it fits into a business environment. The XPS 15 has all of the manageability and select security features of Latitude™ in an aggressively thin and competitive form factor. The most manageable 15-inch laptop and best-in-class security for commercial customers. Select custom configurations are globally available.



Essential accessories

On the go

Dell Power Companion (18,000 mAh) - PW7015L

Power and charge your XPS 15 along with your phone and tablet while you are on the go with the Dell Power Companion. You can even charge your XPS while it's in your bag in system off mode.



Dell Adapter - USB Type C to HDMI/VGA/Ethernet/USB 3.0

Connect your XPS to multiple devices – displays, printers, projectors and Ethernet – with one compact adapter. Includes HDMI, VGA, USB-A and Ethernet ports.



Dell Premier Backpack

Keep your XPS 15 and accessories organized and secure in a TSA Checkpoint-Friendly design with features specifically designed for Dell accessories.



Dell Portable Thunderbolt™ 3 SSD, 500GB (SD1-T0500)

Truly portable, high performance Thunderbolt 3 storage devices with lightning fast transfer speeds and high-capacity, high-quality SSD storage.



At the desk

Dell Thunderbolt™ Dock – WD19TB

Work at full speed with Dell's powerful Thunderbolt Dock. Charge your system faster, support up to three 4K displays and connect to your peripherals via a single cable.



Dell 27 Monitor - S2719DC

Complement your living space with this beautiful DisplayHDR™ 600-certified ultrathin monitor featuring Dell's InfinityEdge design with USB-C connectivity, and CinemaColor delivering awe-inspiring visuals.



Dell Premier Wireless Keyboard and Mouse – KM717

Experience a uniquely designed arc-shaped mouse that works on any surface and a full-sized keyboard, with multi-OS support and popular shortcut keys. Easily switch between three devices using 2.4GHz wireless or Bluetooth LE.



Software

Microsoft Office 2016 or Office 365

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

McAfee LiveSafe

Shields PCs from viruses and online threats like risky websites and dangerous downloads, shreds digital files like e-bills and online bank statements saved on PCs.

Foxit Phantom Standard PDF

Converts PDFs to Word, Excel or PowerPoint formats while preserving fonts and layouts. Allows customers to access and share recently viewed PDFs from computers or mobile devices.

SupportAssist

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

Dell Mobile Connect

Allows complete wireless integration between your Dell PC and smartphone. Make calls, send texts, get notifications and even mirror your phone onto your PC to interact with apps.

Windows Hello

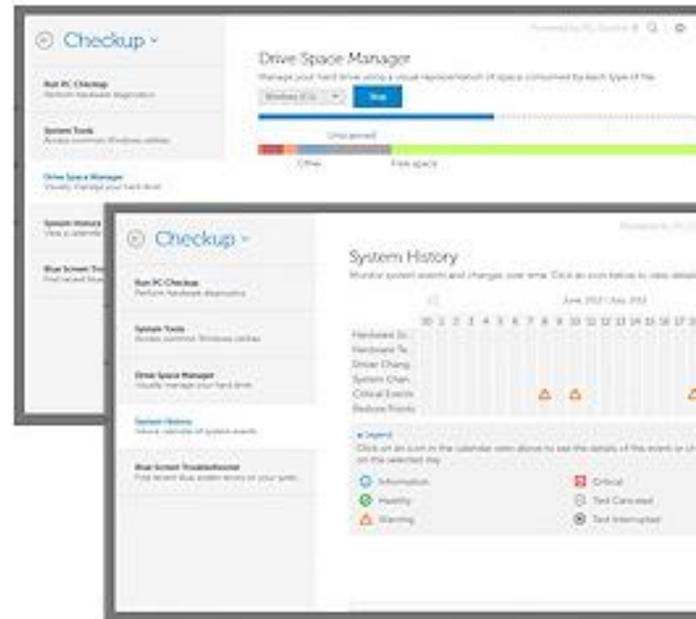
A more personal way to sign in to Windows 10 devices through fingerprint.

Dell Help & Support

Contains step-by-step guides, videos, system information and support, to make getting started with your Dell quick and easy.

Dell Product Registration (Kickstart)

Personalized out-of-box-experience helping customers get started with their Dell system to complete product registration in order to enable their warranty and receive better support, learn more about system features, and also setup the software that comes pre-loaded such as McAfee, Dropbox, and Netflix (if supported).



Technical Specifications

Feature	Technical Specification	Feature	Technical Specification
Model Number	XPS 15 (7590)	Ports, Slots & Chassis	1 Thunderbolt™ 3 with power delivery & DisplayPort (4 lanes of PCI Express Gen 3) 2 USB 3.1 Gen 1 1 HDMI 2.0 1 SD card reader (SD, SDHC, SDXC) 1 3.5mm Headphone/Microphone combination jack 1 wedge-shaped lock slot
Processor Options	9th Generation Intel® Core™ i5-9300H Processor (8M Cache, up to 4.1 GHz, 4 cores) 9th Generation Intel® Core™ i7-9750H Processor (12M Cache, up to 4.5 GHz, 6 cores) 9th Generation Intel® Core™ i9-9980HK Processor (16M Cache, up to 5.0 GHz, 8 cores)	Dimensions & Weight	Height: 11-17mm (0.45-0.66") x Width: 357mm (14.06") x Depth: 235mm (9.27") Starting weight: 4 lbs (1.8kg) with 56Whr** battery, SSD, and non-touch display 4.5 lbs (2kg) with 97Whr** battery, SSD and touch display
Operating System	Microsoft® Windows® 10 Home 64-bit Microsoft® Windows® 10 Pro 64-bit	Input	Optional Touch Display Full size, backlit chiclet keyboard Precision touchpad, seamless glass integrated button Optional Windows Hello compliant fingerprint reader in power button
Memory Options*	8GB Dual Channel DDR4 at 2666MHz 16GB Dual Channel DDR4 at 2666MHz 32GB Dual Channel DDR4 at 2666MHz 64GB Dual Channel DDR4 at 2666MHz (2 x SoDIMMs)	Wireless	Killer™ AX1650 (2x2) built on Intel WiFi 6 Chipset + Bluetooth 5.0 Miracast™ capable
Storage Options*	256GB PCIe 3x4 SSD, 512GB PCIe 3x4SSD, 1TB PCIe SSD 3x4 or 2TB PCIe 3x4 SSD	Regulatory and Environmental Compliance	Regulatory Model: P56F Regulatory Type: P56F003 EPEAT* Bronze Registered. For specific country participation and rating, please see www.epeat.net : Will be published on EPEAT website by launch. Hg-Free/Arsenic-Free BFR/PVC free (not including PSU)*
Graphics*	Intel® UHD Graphics 630 NVIDIA® GeForce® GTX 1650 (4GB GDDR5)	Warranty and Service	Base/Limited Hardware Warranty* standard 1 year; Optional hardware warranty extensions up to 4 years, Premium Support, Premium Support Plus also available*
Display	15.6-inch OLED 4K Ultra HD (3840 x 2160) InfinityEdge display, non-touch, 400-nits, 100% DCI-P3, 100,000:1 contrast ratio, anti-reflective 15.6-inch UltraSharp 4K Ultra HD (3840x2160) InfinityEdge touch display; 500-nits, 100% minimum Adobe RGB; 1500:1 contrast ratio, anti-reflective 15.6-inch FHD (1920 x 1080) InfinityEdge display, 500-nits 100% sRGB, 1500:1 contrast ratio, anti-glare 178° wide viewing angle - 89° / 89° / 89° / 89° , Dolby Vision™	Software options	Microsoft Office 2016 or Office 365, McAfee LiveSafe, Foxit Phantom Standard PDF, SupportAssist, Dell Mobile Connect, Windows Hello, Dell Help & Support Note: System includes four programmable software tiles (e.g., Flipboard, Groove Music, iHeart Radio, Twitter) that are managed by Microsoft Windows 10 at boot time as part of the standard software load. Tiles are subject to change depending on partnerships Microsoft is promoting at the time of sale.
AC Adapter	130W AC adapter	Docking Options	Dell Dock (180W) Dell Thunderbolt Dock (180W)
Optical Drive	No optical drive	Model number	Just like we've done in the past, XPS will continue to roll out newer versions of notebooks with the best design, tailored performance and latest innovation. Our service model numbers will look different, but here's a graphic to help you decode it. Same commitment to building the best, just a different number.
Audio and speakers	Stereo speakers professionally tuned with Waves MaxxAudio® Pro; 2W x 2 = 4W total 3.5mm headphone/microphone combo jack Widescreen HD (720p) 2.25mm webcam and dual array digital microphones		
Construction	CNC machined aluminum in platinum silver with carbon fiber composite palm rest in black edge-to-edge Corning® Gorilla® Glass 4 on 4K		
Battery	56Whr battery or 97Whr battery (built-in)* *Battery is built-in to the laptop and is not replaceable by the customer.		



Battery Life

The XPS 15 has the longest battery life of any 15-inch laptop*, delivering up to 20 ½ hours¹ of runtime on a FHD configuration when using Word or Excel. And up 13 hours, 22 minutes on 4K² and up to 10 hours, 24 minutes on OLED³.

Configuration	MobileMark 2014	Netflix streaming	MobileMark 2018	HD video playback
9th gen i7, 8GB, 256GB SSD, FHD, 97Whr	Up to 20 hours, 42 minutes with FHD ¹	Up to 14 hours, 43 minutes with FHD ⁴	Up to 13 hours, 10 minutes with FHD ⁷	Up to 15 hours, 15 minutes with FHD ¹⁰
9th gen i7, 16GB, 1TB SSD, UHD, 97Whr	Up to 13 hours, 22 minutes with UHD ²	Up to 9 hours, 22 minutes with UHD ⁵	Up to 9 hours, 48 minutes with UHD ⁸	Up to 13 hours, 32 minutes with UHD ¹¹
9th gen i7, 16GB, 512GB SSD, OLED, 97Whr	Up to 10 hours, 24 minutes with OLED ³	Up to 9 hours, 23 minutes with OLED ⁶	Up to 11 hours, 40 minutes with OLED ⁹	Up to 13 hours, 16 minutes with OLED ¹²

1. MobileMark 2014 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

2. MobileMark 2014 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 1TB SSD, 97Whr battery and UHD display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

3. MobileMark 2014 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 512GB SSD, 97Whr battery and OLED display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

4. Netflix streaming battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display. Testing conducted by Dell labs in May 2019 with display brightness set to 150 nits (40%) and wireless enabled. Based on streaming Netflix 1080p content using the Netflix Windows 10 app. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

5. Netflix streaming battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 1TB SSD, 97Whr battery and UHD display. Testing conducted by Dell labs in May 2019 with display brightness set to 150 nits (40%) and wireless enabled. Based on streaming Netflix 1080p content using the Netflix Windows 10 app. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

6. Netflix streaming battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 512GB SSD, 97Whr battery and OLED display. Testing conducted by Dell labs in May 2019 with display brightness set to 150 nits (40%) and wireless enabled. Based on streaming Netflix 1080p content using the Netflix Windows 10 app. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

7. MobileMark 2018 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

8. MobileMark 2018 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 1TB SSD, 97Whr battery and UHD display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

9. MobileMark 2018 battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 512GB SSD, 97Whr battery and OLED display. Based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit www.bapco.com. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

10. Local video playback battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display. Testing conducted by Dell labs in May 2019 using the Microsoft Movies & TV app. For more information see <https://blog.dell.com/en-us/you-can-now-watch-20-hours-of-video-on-your-dell-xps-13>. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

11. Local video playback battery benchmark : XPS 15 tested 9th Gen Intel Core i7-9750H, 16GB RAM, 1TB SSD, 97Whr battery and UHD display. Testing conducted by Dell labs in May 2019 using the Microsoft Movies & TV app. For more information see <https://blog.dell.com/en-us/you-can-now-watch-20-hours-of-video-on-your-dell-xps-13>. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

10. Local video playback battery benchmark: XPS 15 tested with 9th Gen Intel Core i7-9750H, 16GB RAM, 512GB SSD, 97Whr battery and OLED display. Testing conducted by Dell labs in May 2019 using the Microsoft Movies & TV app. For more information see <https://blog.dell.com/en-us/you-can-now-watch-20-hours-of-video-on-your-dell-xps-13>. Actual battery life may be significantly less than the test results and varies depending on product configuration and use, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time.

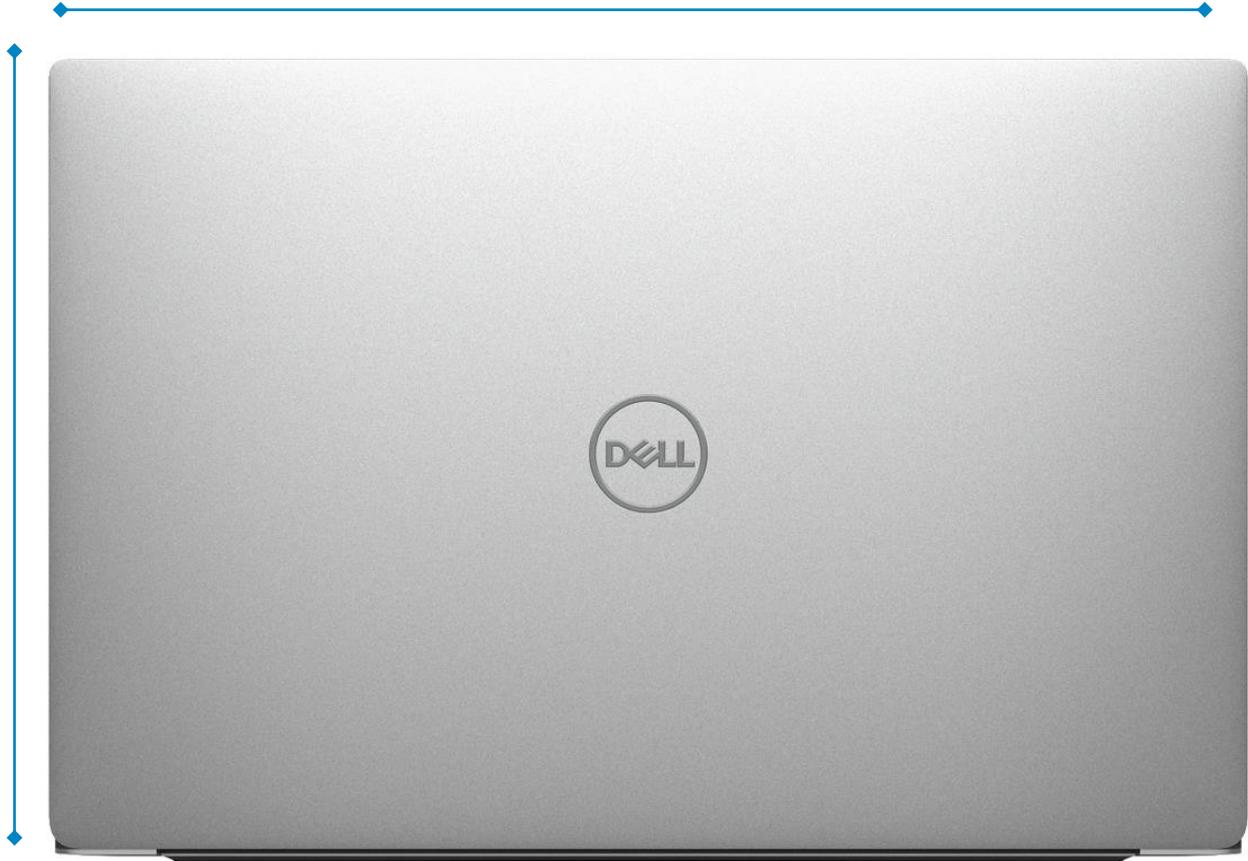
*Longest battery life: Based on Principled Technologies Report commissioned by Dell, May 2019, comparing battery life of Dell XPS 15 with Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display to other 15-inch class laptops using publicly available data. <https://www.principledtechnologies.com/Dell/XPS-15-comparison-0519.pdf>



Product Gallery - Dimensions

Width: 14.06" (357mm)

Depth: 9.27" (235mm)



Height: 0.45-0.66" (11-17mm)



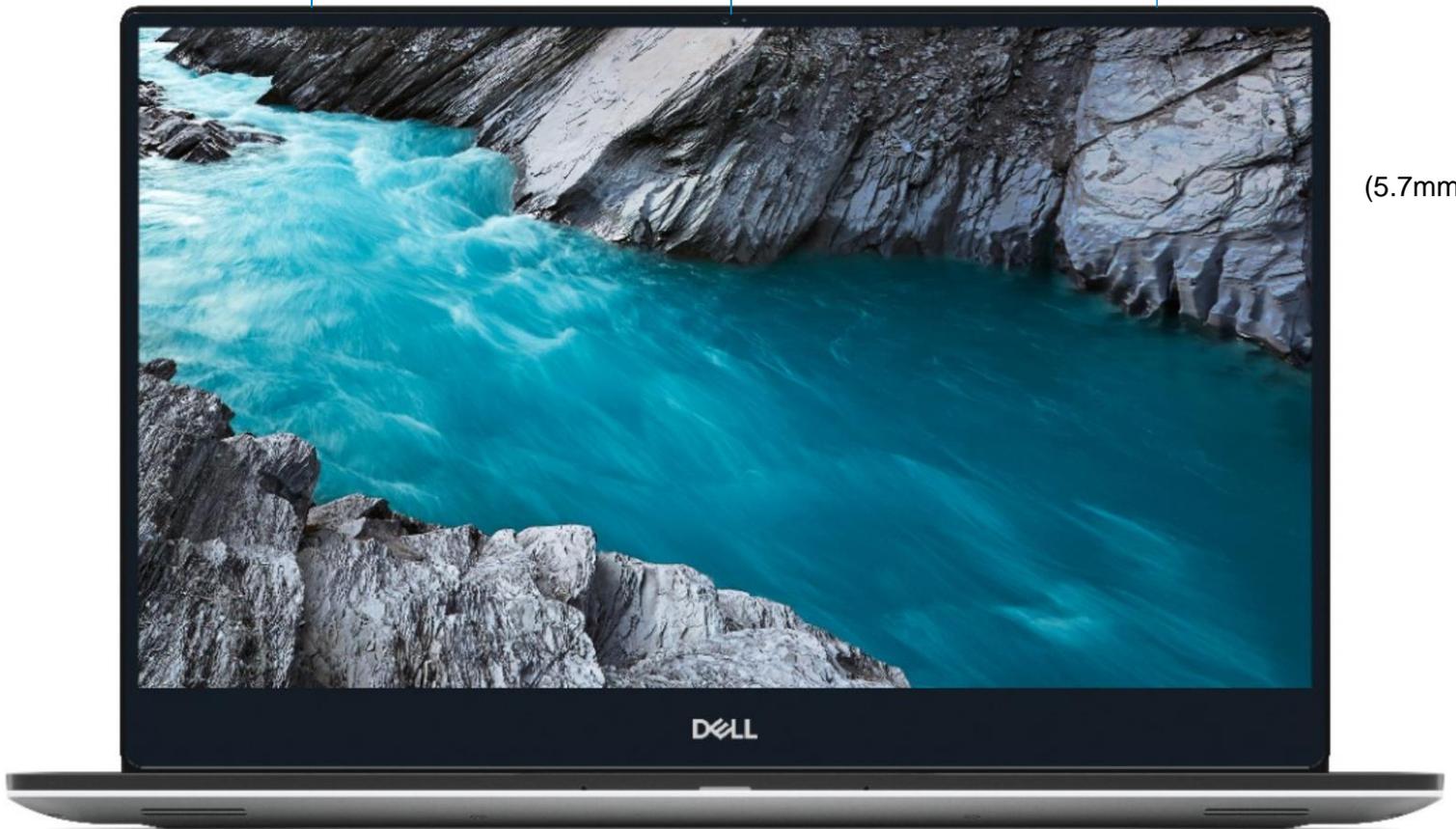
Product Gallery – Front View

InfinityEdge (7.08mm)

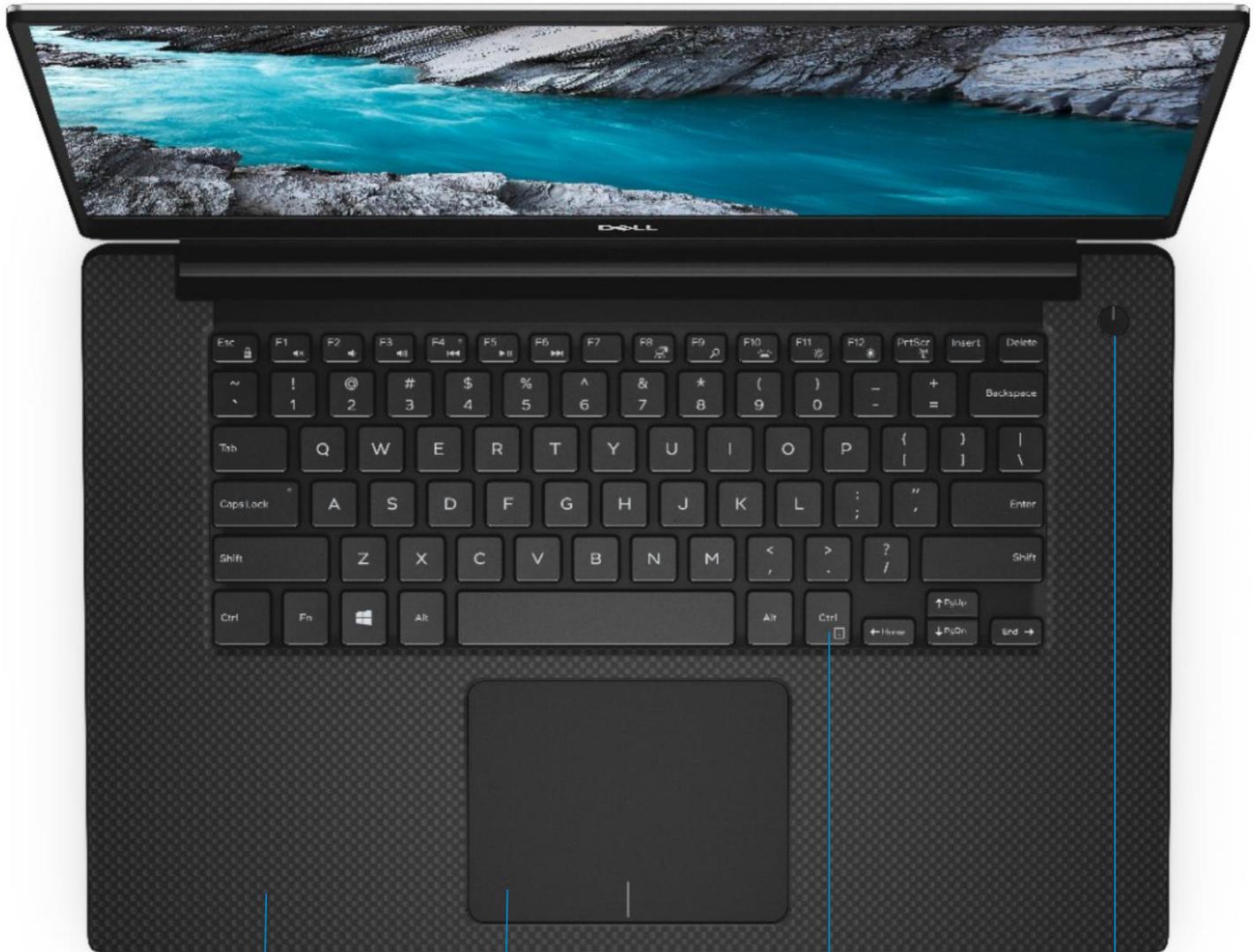
HD webcam

Edge-to-edge Corning®
Gorilla® Glass 4

(5.7mm)



Product Gallery – Top View



Black carbon fiber palm rest

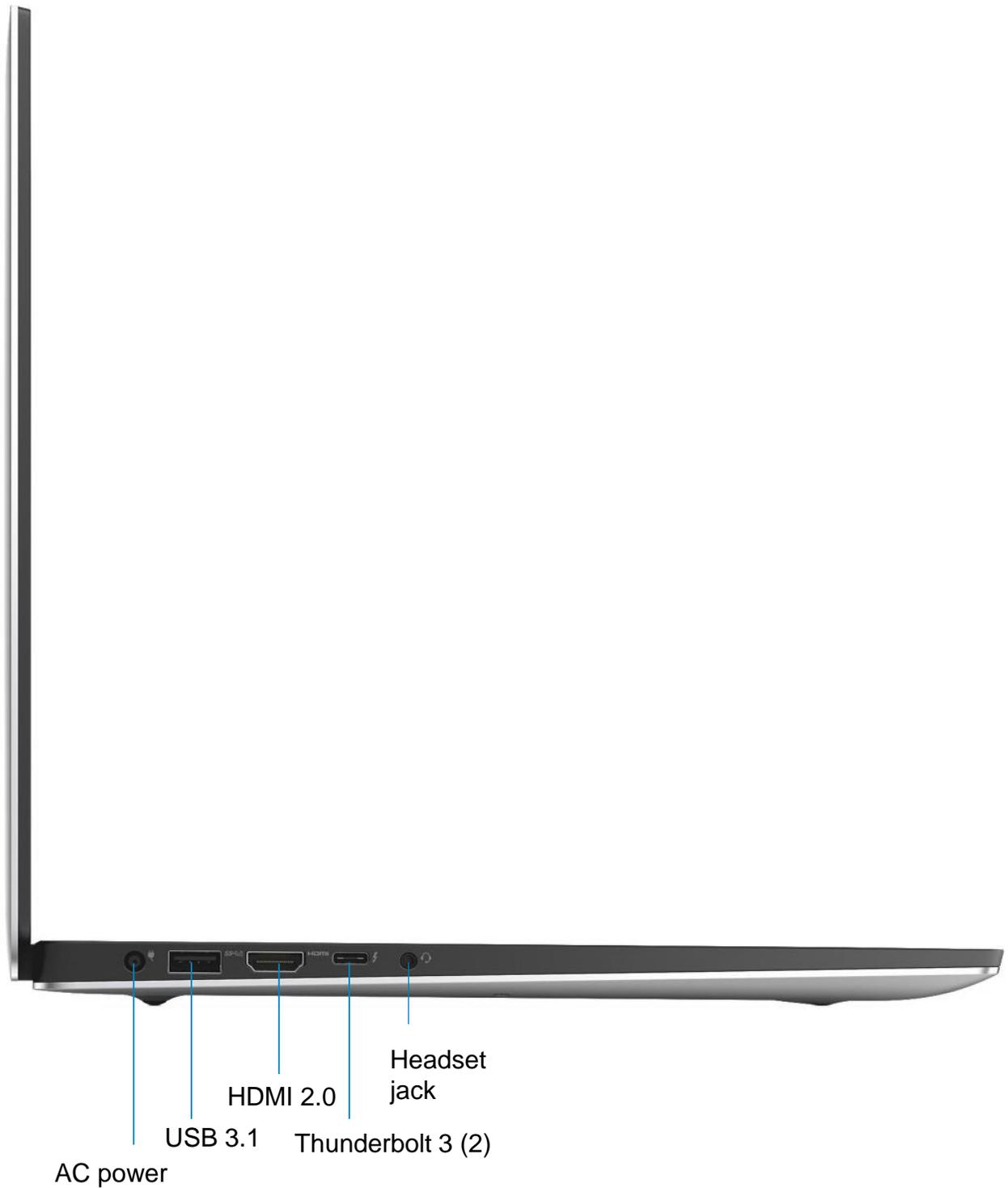
Precision touchpad

Backlit chiclet keyboard (1.3mm travel)

Power button with optional integrated fingerprint reader



Product Gallery – Left Side View



Product Gallery – Right Side View



Consumer Services

Dell Support Services will help keep you connected and productive throughout the life of your products. From the moment you take your new Dell product out of the box, our team of advanced technology experts are standing by to help you make the most of it.

Base/Limited Hardware Warranty

If your system encounters an issue covered by the warranty that cannot be resolved remotely, Dell will provide a convenient way to return your system to a Dell certified repair facility and return the repaired device.

Premium Support

Count on fast and convenient support 24x7. Dell Premium Support with SupportAssist technology allows our team of dedicated experts to resolve issues quickly to get you on your way. And, if we are unable to solve your issue remotely, we'll send a highly-trained technician to your location³. You'll appreciate hassle-free help from our friendly professionals. Includes:

- 24x7 direct access to expert hardware and software phone support²
- Onsite support after remote diagnosis³
- Collaborative help to resolve everyday software issues⁴
- International support – help that travels with you⁵
- Proactively finds issues through SupportAssist features and contacts Dell while notifying you⁶

Premium Support Plus is Dell's ultimate support plan¹. Everything you need is included, from around-the-clock access to experts², to repairs for accidents, and technicians that come to you³. When used with our SupportAssist technology, it automatically predicts problems before they happen, optimizes PC settings and removes viruses⁶. If there is an issue, work begins without you having to pick up the phone, and that means a faster fix.

- All the features of Premium Support AND...
- Repair service for accidental drops, spills and electrical surges
- Personalized help with software to set data backup, parental controls, and more
- SupportAssist technology-enabled features⁶:
 - Proactively finds issues and contacts Dell while notifying you
 - Predicts problems before they start
 - Automated virus and malware removal
 - Optimizes PC performance automatically

¹ Based on May 2017 Principled Technologies test report commissioned by Dell comparing Dell Basic Hardware Service to Premium Support Plus with SupportAssist Technology. Testing conducted in the United States. Actual results will vary. Full report: <http://facts.pt/sk4vHh>.

² In some countries, support after local business hours may be provided in a language other than the local language.

³ Onsite Service after Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually in 1 or 2 business days following completion of Remote Diagnosis. Onsite Service is provided by Dell Marketing L.P. Availability varies. Other conditions apply. For complete details about Onsite Service, see dell.com/servicecontracts. Onsite service not available on Alienware Alpha, Venue 7, 8, 8 Pro and 10 Pro and Chromebook 11 products.

⁴ Collaborative software support: Including email programs, productivity and creativity apps, network functionality, installing peripherals.

⁵ Geographic and service levels vary. See Service Description at dell.com/servicecontracts.

⁶ SupportAssist not available on Linux, Windows 10S, Windows RT, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sink, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.



Commercial Services

Dell Support Services will help keep you connected and productive throughout the life of your products. From the moment you take your new Dell product out of the box, our team of advanced technology experts are standing by to help you make the most of it.

Base/Limited Hardware Warranty², if your system encounters an issue covered by the warranty that cannot be resolved remotely, Dell will provide a convenient way to return your system to a Dell certified repair facility and return the repaired device.

ProSupport³ provides direct access to ProSupport engineers for hardware and software challenges. This support includes SupportAssist technology, which remotely monitors PCs and tablets⁴, provides notifications for issues that arise and automatically creates a case to resolve them. When necessary, a field technician will provide onsite⁵ support to ensure repairs are done quickly and conveniently.

ProSupport Plus is the only¹ complete support service that automates support for PCs and tablets⁴ to prevent issues before they occur and quickly resolve issues when needed. It combines 24x7 expert hardware and software support by ProSupport engineers, onsite⁵ repair after remote diagnosis, repair for devices that are accidentally damaged and the ability to keep a hard drive after replacement to ensure data security⁴.

1 Based on Mar 2016 Principled Technologies test report, "Dell SupportAssist Provided Proactive Support for Hard Drive Failure", commissioned by Dell. Testing conducted in the United States. Actual results will vary. Full report: <http://facts.pt/Cr3tEy>

2 Limited Hardware Warranty: For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty

3 ProSupport: Availability and terms of Dell Services vary by region. For more information, visit www.Dell.com/servicecontracts/global

4 Restrictions on some Dell systems – tablets and chromebooks.

5 Technician and/or part dispatched, if necessary, following completion of phone/online diagnosis. Availability varies. See www.dell.com/servicecontracts/global for details.



Important information

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

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

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

Weight: Weights vary depending on configuration and manufacturing variability.

Smallest: Based on Principled Technologies Report commissioned by Dell, May 2019, the smallest refers total surface area of the notebooks. Full report found here: <https://www.principledtechnologies.com/Dell/XPS-15-comparison-0519.pdf>

Longest battery life: Based on Principled Technologies Report commissioned by Dell, May 2019, comparing battery life of Dell XPS 15 with Intel Core i7-9750H, 8GB RAM, 256GB SSD, 97Whr battery and FHD display to other 15-inch class laptops using publicly available data. <https://www.principledtechnologies.com/Dell/XPS-15-comparison-0519.pdf>

Killer Wireless: 802.11ax 2x2 160MHz enables 2402Mbps maximum theoretical data rates ~3X faster than standard 802.11ac 2x2 (867Mbps) Wi-Fi as documented in IEEE 802.11 wireless standard specifications, and requires the use of similarly configured 802.11ax wireless network routers.

EPEAT: EPEAT registration varies by country. Please see www.epeat.net for specific country registration and rating.

BFR/PVC free: XPS notebooks exclude BFRs and PVC from the core product per the INEMI definition of BFR/PVC Free. External adapters, power cords, peripherals and service parts may be excluded unless otherwise specified.

Limited Hardware Warranty: For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty. Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicecontracts

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