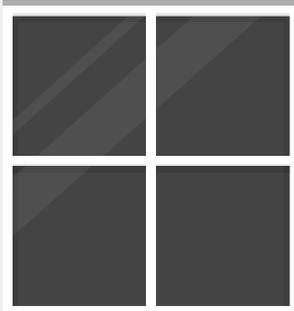


# Why choose Dell Premium Support?



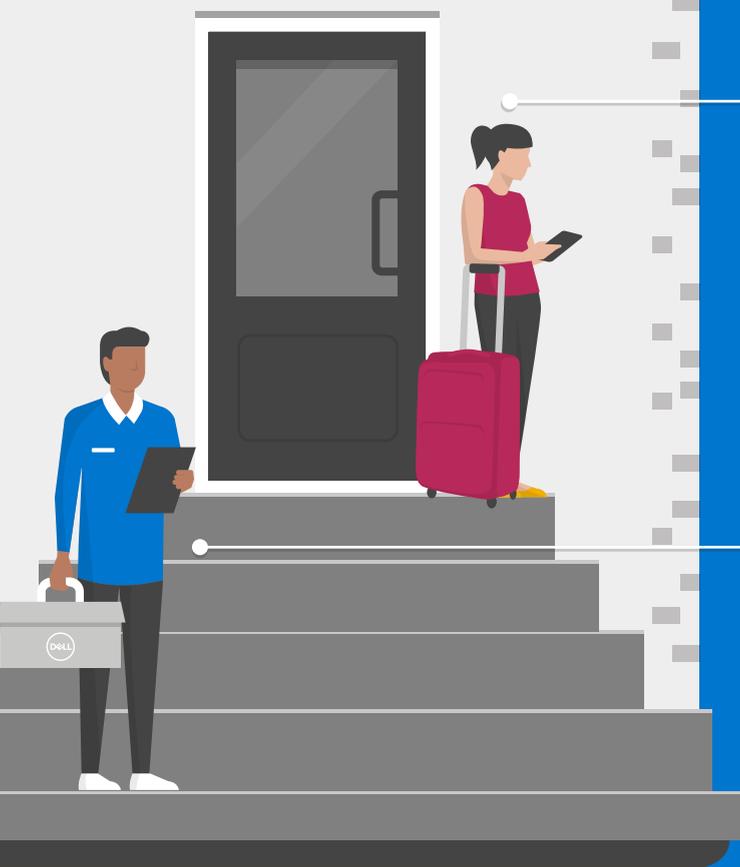
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**Important information:** In some countries, support after local business hours may be provided in a language other than the local language. Onsite Service is available after Remote Diagnosis: Remote Diagnosis is determined by online/phone technician of cause of issue. Technician or replacement part will be dispatched if necessary following online or telephone-based troubleshooting. Subject to parts availability, geographical restrictions, and terms of service contract. Response times may vary depending on product's geographical location. For details about Onsite Service, see [dell.com/servicecontracts](https://dell.com/servicecontracts). Onsite service is not available on Alienware Alpha, Venue 7, 8, 8 Pro and 10 Pro and Chromebook 11 products. 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, thermals and fans.