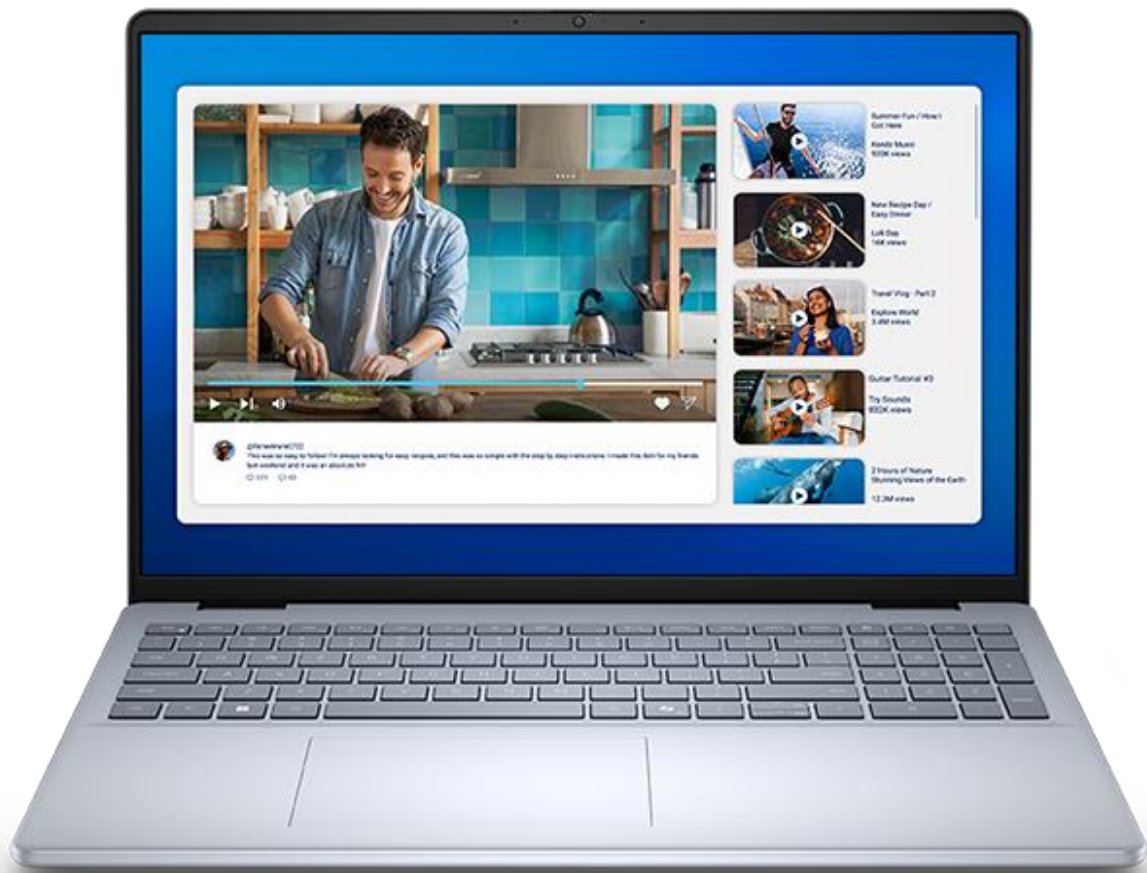


# Dell 16 | 16250/16251



## Immersive screen, unlimited productivity

Shift between work or play on a spacious 16-inch screen powered by Intel® Core™ Processors.



# More to see and experience

Crisp, clear visuals on a 16" screen with up to 2.5k resolution panel and optional touchscreen capabilities on a 16:10 aspect ratio makes for a wide and enhanced viewing experience. Enjoy greater depth, incredible contrast extraordinary color and brightness on your screen with Dolby Vision. And built-in Dell ComfortView Plus allows for your eyes to stay comfortable, even with prolonged screen time, by reducing harmful blue light without sacrificing true-to-life color.

Additionally, enjoy a spatial sound experience with Dolby Atmos that lets you hear and feel more.



# Feel the power

Intel® Core™ processors along with Intel® Graphics come together on a large immersive screen to advance real-world computing and deliver efficient multi-tasking. Enhance performance with lightning-fast and power-efficient DDR5 memory that lets you switch apps with ease while maximizing battery life.

# Secure and Reliable

Crafted with high quality materials and designed for the real world — because that's where life happens.



## Built to endure

From locker rooms to locked cars, we test laptops for survival in harsh short-term heat conditions of up to 65°C/149°F.

## Buttoned-up

No matter what you set your power and multimedia buttons to do, we've tested them all to survive up to 40,000 pushes.

## Everything hinges on it

We test laptop hinges to ensure they still feel tight, even after opening and closing the lid 20,000 times.

## Twist and turn

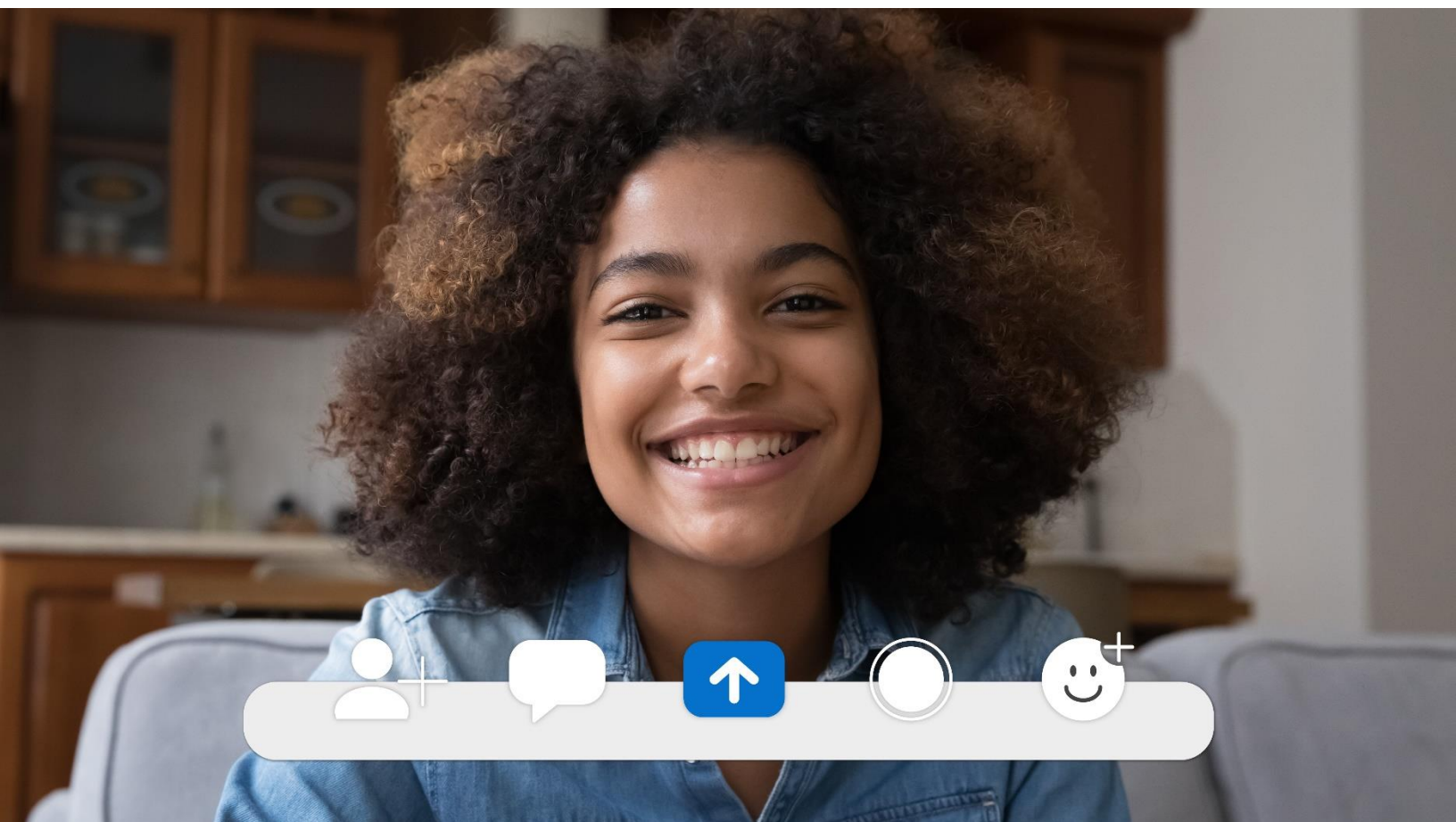
Call us excessive, but after twisting a laptop's base and lid more than 7500\* 4 times (Test 2 edges and 2 corners), we can assure you the parts inside are well protected.

## Keys to success

We test touch pad buttons 2 million times with no failure.

## Fidget carefree

We even ensure the reliability of the webcam privacy shutter by opening and closing it 2100 times.



# Built for virtual connections

Bring your connections to life with the FHD camera equipped with wide dynamic range that shows more detail by improving the back lighting and temporal noise reduction for crisp sharp images irrespective of your background lighting conditions, your Dell 16 helps you present yourself at your best self. And when you need privacy, the built-in mechanical privacy shutter<sup>1</sup> ensures a quick flick of switch can get you total peace of mind.

Plus, you now enjoy immersive audio as the artists intended with Dolby Atmos.<sup>2</sup> Also, built-in dual mics<sup>1</sup> come equipped with AI that reduces background noise, so you sound loud and clear.

<sup>1</sup> Requires aluminum chassis option

<sup>2</sup> Requires Dolby Atmos encoded content and audio.



# Functionality to-go



## Adaptive Thermals

Adaptive thermals keep your device cool on a table or your lap and running smooth wherever you use it.



## Fingerprint reader

Optional Fingerprint reader for quick secure sign-in.



## ExpressCharge

When your battery runs low on the go, quickly boost your charge with ExpressCharge, recharging your battery to 80% in just 60 minutes.\*\*



## Keyboard

A full size keyboard with number pad for ease of use and enhanced productivity.

\*\*ExpressCharge must be enabled within Dell Power Manager software. System must be powered off or in hibernation mode for ExpressCharge feature to function. After charging has reached the stated capacity, charging speed will return to normal speed. Recommended for use with the provided Dell power adapter; not recommended with a smaller capacity power adapter. Charging times may vary.

# Windows 11 Copilot



Copilot in Windows 11 complements your capabilities and creativity with intelligent assistance and relevant answers. Your own personal AI assistant built right in to do the heavy-lifting so you can do the extraordinary. With Copilot get real answers, inspiration, and solutions for your questions, projects, and to-do-list.

## There to help with tasks

Copilot is at your fingertips as your intelligent assistant, and it works across many different apps on Windows 11.\*

- Copilot is at your fingertips as your intelligent assistant, and it works across many different apps on Windows 11.\*
- It keeps you in the flow so you can stay focused on the tasks at hand without switching back and forth.\*

## There to help with tasks

Find the relevant information and ideas you need to power your own ingenuity. Copilot in Windows 11 can deliver answers that are more relevant to you.\*

- Ask questions and get answers fast
- Ask follow-up questions in the way you talk
- AI can generate imagery from your ideas
- Kickstart your writing process

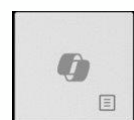
## You're in control

It's ready when you are. Copilot in Windows 11 can be docked in a side pane or summoned with a shortcut (Win+C). That way, you never have to wait for an answer.\*

- Copilot is the partner you can trust. You are in control and can leverage when you need it.\*
- Copilot will request access to your webpage content and permissions to your information
- Add plug-ins of your favorite apps.\*

## Windows Copilot key

Designed to make it even easier to get things done with Copilot, the Copilot key on your Dell launches the Copilot menu, providing faster access to the suite of Microsoft's AI tools\*\*



\*Timing of feature delivery varies by device. Feature availability varies by market. Requires Microsoft account sign in.

# Ports & Slots

16250/16251



1. SD Card reader
2. Global Headset Jack\*
3. USB 3.2 Gen 1 Type-A
4. Lock slot
5. Power Jack
6. HDMI 1.4\*\*
7. USB 3.2 Gen 1 Type-A
8. USB Type-C with Power Delivery 3.2 (10Gbps) & DisplayPort 1.4\*\*\*

\*3.5 mm universal audio jack functionality varies by model configuration. For best results, use Dell recommended audio accessories.

\*\*The maximum resolution supported over HDMI is 1920x1080 @60Hz. No 4K/2K output.

\*\*\*Type-C (Full Function) port with DP and Power Delivery

# Dimensions & Weight



## Dimensions and Weight

### Plastic-

Height : 19.9 mm (0.78 in.)  
Width: 357.3 mm (14.07 in.)  
Depth: 250.6 mm (9.87 in.)  
Starting Weight : 1.98 kg (4.37 lb)

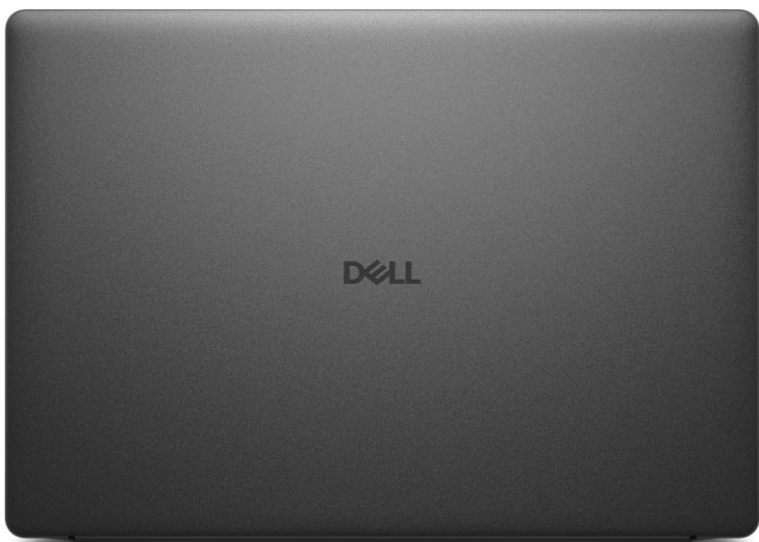
### Aluminum-

Height : 19.05 mm (0.75 in.)  
Width: 356.78 mm (14.05 in.)  
Depth: 249.52 mm (9.82 in.)  
Starting Weight : 1.98 kg (4.37 lb)

# Color Options

Plastic Variant -

Carbon Black



Ice Blue



Aluminum Variant –

Ice Blue



Midnight Blue



Feature	Technical Specification 16250 (Plastic)	Feature	Technical Specification 16251 (Aluminum)
Model Number	Dell 16 16250	Model Number	16251
Processor Options	Intel® Core™ 5 120U (10 cores, up to 5.0 GHz) Intel® Core™ 7 150U (10 cores, up to 5.4 GHz)	Processor Options	Intel® Core™ 5 120U (10 cores, up to 5.0 GHz) Intel® Core™ 7 150U (10 cores, up to 5.4 GHz)
Operating System*	Windows® 11	Operating System*	Windows® 11
Graphics	Intel® Graphics NVIDIA® GeForce® MX570A with 2GB GDDR6 graphics memory	Graphics	Intel® Graphics NVIDIA® GeForce® MX570A with 2GB GDDR6 graphics memory
Display	16.0-inch 16:10 FHD+ (1920x1200) Anti-Glare Non-Touch 300nits WVA/IPS Display with ComfortView 16.0-inch 16:10 FHD+ (1920x1200) Touch 300nits WVA/IPS Display with ComfortView	Display	16.0-inch 16:10 FHD+ (1920x1200) Anti-Glare Non-Touch 300nits WVA/IPS Display with ComfortView 16.0-inch 16:10 FHD+ (1920x1200) Touch 300nits WVA/IPS Display with ComfortView 16.0-inch 16:10 2.5K (2560x1600) Anti-Glare Non-Touch 300nits WVA/IPS Display with ComfortView Plus
Memory Options*	8 GB DDR5, 1 x 8 GB, 5200 MT/s 16 GB DDR5, 2 x 8 GB, 5200 MT/s 32 GB DDR5, 2 x 16 GB, 5200 MT/s	Memory Options*	8 GB DDR5, 1 x 8 GB, 5200 MT/s 16 GB DDR5, 2 x 8 GB, 5200 MT/s 32 GB DDR5, 2 x 16 GB, 5200 MT/s
Storage Options*	256GB M.2 PCIe NVMe Solid State Drive 512GB/1TB M.2 PCIe NVMe Solid State Drive 2TB M.2 PCIe NVMe Solid State Drive	Storage Options*	256GB M.2 PCIe NVMe Solid State Drive 512GB/1TB M.2 PCIe NVMe Solid State Drive 2TB M.2 PCIe NVMe Solid State Drive
Ports, Slots & Chassis	(1) HDMI 1.4* (2) USB 3.2 Gen 1 Type-A (1) USB 3.2 Gen 2 (10Gbps) Type-C w/ DP 1.4, PD (1) Global Headset jack* * (1) Wedged-shaped lock slot  *The maximum resolution supported over HDMI is 1920x1080 @60Hz. No 4K/2K output. **3.5mm Universal audio jack functionality varies by model configuration. For best results, use Dell recommended audio accessories	Ports, Slots & Chassis	(1) HDMI 1.4* (2) USB 3.2 Gen 1 Type-A (1) USB 3.2 Gen 2 (10Gbps) Type-C w/ DP 1.4, PD (1) SD Card Reader (1) Global Headset jack* * (1) Wedged-shaped lock slot  *The maximum resolution supported over HDMI is 1920x1080 @60Hz. No 4K/2K output. **3.5mm Universal audio jack functionality varies by model configuration. For best results, use Dell recommended audio accessories
Input	Full-size non-Backlit/Backlit, spill-resistant keyboard with numeric keypad Multi-touch gesture-enabled precision touchpad with integrated scrolling	Input	Full-size non-Backlit/Backlit, spill-resistant keyboard with numeric keypad Multi-touch gesture-enabled precision touchpad with integrated scrolling
Optical Drive Options	No Optical Drive	Optical Drive Options	No Optical Drive

**NOTES:**

**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 & System 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.

**Battery life** figures are based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit [www.bapco.com](http://www.bapco.com). Test results should be used only to compare one product with another and are not a guarantee you will experience the same battery life. Battery life may be significantly less than the test results and varies depending on your product's configuration, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time and use.

**Watt Hour (Whr)** - The stated Watt Hour (Whr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.

Feature	Technical Specification 16250 (Plastic)	Feature	Technical Specification 16251 (Aluminum)
Multimedia	(2) tuned speakers Integrated Widescreen HD (720p) Webcam with Dual Digital Microphone Array with Temporal Noise Reduction enabled	Multimedia	(2) tuned speakers Integrated Widescreen FHD (1080p) Webcam with Dual Digital Microphone Array with Temporal Noise Reduction enabled
Connectivity Options	2x2 AX Wi-Fi 6 (RTL8852BE)	Connectivity Options	2x2 AX Wi-Fi 6 (RTL8852BE) 2x2 AX Wi-Fi 6E (RTL8852CE) *Wi-Fi 6E and above requires Windows 11 Operating system and compatible router. Router requires a separate purchase. Wi-Fi 6E and above connectivity is only available in select locations. Check availability with your service provider.
Battery Options*	4-Cell Battery, 64 Whr (Integrated) 4-Cell Battery, 54 Whr (Integrated) 3-Cell Battery, 41 Whr (Integrated)	Battery Options*	4-Cell Battery, 64 Whr (Integrated) 4-Cell Battery, 54 Whr (Integrated)
AC Adapter	65 Watt Barrel AC Adapter	AC Adapter	65 Watt Barrel AC Adapter
Dimensions & Weight*	H/W/D: 0.66" - 0.78" x 14.07" x 9.87" (16.74 mm - 19.9 mm x 357.3 mm x 250.6 mm) Starting Weight: 4.37 lbs (1.98kg)	Dimensions & Weight*	H/W/D: 0.64" - 0.75" x 14.05" x 9.82" (16.18mm - 19.05mm x 356.78 mm x 249.52mm) Starting Weight: 4.37 lbs (1.98kg)
Color	Carbon, Ice Blue Platinum Silver (coming June)	Color	Midnight Blue, Ice Blue, Platinum Silver (coming July)
Security	Hardware TPM 2.0 Fingerprint Reader with Windows Hello (Optional)	Security	Hardware TPM 2.0 Fingerprint Reader with Windows Hello (Optional) Webcam Privacy Shutter
Software	MyDell, McAfee, Support Assist, DropBox	Software	MyDell, McAfee, Support Assist, DropBox
Peripheral Ecosystem	Dell 27 Monitor - SE2725H - SE2725H Dell EcoLoop Urban Backpack (Gray) - FY23 EcoLoop Urban Backpack - CP4523G Dell EcoLoop Urban Sleeve 16 - FY25 Urban Sleeve 16 - CV4625 Dell Mobile Wireless Mouse - MS3320W_Black - Dawson - MS3320W Dell Pro Wireless ANC Headset - WL5024	Peripheral Ecosystem	Dell 27 QHD Monitor (USB-C) - S2722DC Dell 6-in-1 USB-C Multiport Adapter - DA305 Dell Dual Charge Dock -HD22Q Dell EcoLoop Urban Backpack (Gray) - FY23 EcoLoop Urban Backpack - CP4523G Dell EcoLoop Urban Sleeve 16 - FY25 Urban Sleeve 16 - CV4625 Dell Mobile Pro Wireless Mice - MS5120W_Black - Splinter - MS5120W Dell Pro Webcam - Falcon - WB5023 Dell Pro Wireless ANC Headset - WL5024 Dell Silent Keyboard and Mouse - Aragorn - KM555
Regulatory and Environmental Compliance	Energy Star 8.0/9.0 (Windows OS only) EPEAT Silver Registry	Regulatory and Environmental Compliance	Energy Star 8.0/9.0 (Windows OS only) EPEAT Silver Registry

**NOTES:**

**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 & System 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.

**Battery life** figures are based on testing using the Mobile Mark 2014 battery life benchmark test. For more information about this benchmark test, visit [www.bapco.com](http://www.bapco.com). Test results should be used only to compare one product with another and are not a guarantee you will experience the same battery life. Battery life may be significantly less than the test results and varies depending on your product's configuration, software, usage, operating conditions, power management settings and other factors. Maximum battery life will decrease with time and use.

**Watt Hour (Whr)** - The stated Watt Hour (Whr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.

# Recommended Accessories



A 27" QHD monitor with outstanding visuals and USB-C connectivity. One cable lets you transfer video, audio and data along with power delivery.



**Dell Pro Webcam | WB5023**

Professional 2K QHD webcam with outstanding video quality and picture clarity, certified for Microsoft Teams and Zoom.



**Dell Dual Charge Dock - HD22Q**

Powerfully productive, this compact dock is the Dell's first laptop docking station with a wireless charging stand for Qi-enabled smartphone or earbuds.



**Dell 7-in-1 USB-C Multiport Adapter | DA310**

A compact multiport 7-in-1 adapter that offers video, network, data connectivity and up to 90W power pass-through for your laptop.



**Dell Pro Wireless Keyboard and Mouse - KM555**

Combining a discreetly powerful keyboard with an expertly designed mouse, the Dell Pro Wireless Keyboard and Mouse combo enhances your productivity. Powered by one of the industry's leading battery lives of up to 36 months, this combo is built to last.



**Dell Wireless Headset - WL5024**

Experience clear communication with this wireless AI-based noise cancellation headset, designed with a focus on productivity and comfort for all-day conferencing.



**Dell EcoLoop Pro Backpack - CP5426G**

Designed for on-the-go productivity and protection, the Dell EcoLoop Pro Backpack is made of eco-conscious material to complement busy lifestyles.



## Environmental Compliance

Dell 16 (16250/16251) is Energy Star® 8.0 certified.<sup>1</sup> It is registered EPEAT Silver and has achieved the EPEAT Climate+ Designation.<sup>2</sup> With EPEAT Climate+ designation this laptop has met industry best practices for decarbonization.

## Sustainability Claims

- This Dell is designed with 50% recycled aluminum in the top cover, and 50% low emission aluminum in the palmrest,<sup>3</sup> Thoughtful material and design considerations help lower environmental impact.
- This Dell ships in 100% recycled or renewable packaging.<sup>4</sup>

<sup>1</sup> Based on internal analysis, April 2025.

<sup>2</sup> Based on internal analysis, April 2025. Based on EPEAT Climate + Designations. EPEAT registered where applicable. EPEAT registration varies by country. See [www.epeat.net](http://www.epeat.net) for registration status by country.

<sup>3</sup> Based on internal analysis, April 2025. 50% recycled aluminum in the top cover and 50% recycled low emission aluminum in the palm rest<sup>1</sup> Based on internal analysis, April 2025.

<sup>4</sup> Contains up to 95.7% recycled content and up to 4.6% renewable materials. Renewable materials in the form of sustainably forested materials. Percentages may vary slightly by region[and formfactor]. Excludes optional items added to order and included in box

# Claims

[PROJ-001635](#)

## Weight Claim

- Based on internal analysis, March 2025. The Dell 16 16250 starting weight\* is 4.154lbs (1.884kg) when equipped with Intel® Core™ 5 processor 120U Processor, Intel® graphics, 8GB DDR5 memory, 512GB SSD, 1920\*1200 FHD+ 300 nits WVA display, 3 cell 41 WHr battery. Weights vary depending on configuration and manufacturing variability.
- Based on internal analysis, March, 2025. Starting weight is 4.279lbs (1.941kg) when equipped with Intel® Core™ 5 processor 150U Processor, Intel® graphics, 8GB DDR5 memory, 1TBGB SSD, 1920\*1200 FHD+ 300 nits WVA display, 4 cell 54 WHr battery. Weights vary depending on configuration and manufacturing variability.
- Based on internal analysis, March, 2025. Starting weight is 4.18lbs (1.896kg) when equipped with Intel® Core™ 5 processor 120U Processor, Intel® graphics, 8GB DDR5 memory, 512GB SSD, 1920\*1200 FHD+ 300 nits WVA display, 4 cell 54 WHr battery. Weights vary depending on configuration and manufacturing variability.
- Based on internal analysis, March, 2025. Starting weight is 4.18lbs (1.896kg) when equipped with Intel® Core™ 5 processor 150U Processor, Intel® graphics, 8GB DDR5 memory, 1TBGB SSD, 1920\*1200 FHD+ 300 nits WVA display, 4 cell 54 WHr battery. Weights vary depending on configuration and manufacturing variability.

# Claims

The Dell 16 (16250) and Dell (16251) is TÜV Rheinland certified\* with Dell ComfortView software technology that helps reduce harmful blue light emissions to optimize eye comfort over extended screen time.

\*Global (except China): TUV Certified (ID# 1111293172). For more details, visit [www.tuv.com](http://www.tuv.com)

\*\*China only: TUV Certified (ID# 0000087663). For more details, visit [www.tuv.com](http://www.tuv.com)

[CLM-014355](#)  
[CLM-014356](#)

The Dell 16 (16250) and Dell (16251) is TÜV Rheinland certified\* with Dell ComfortView Plus hardware technology that helps reduce harmful blue light emissions without compromising true to life colors to optimize eye comfort over extended screen time.

\*Global (except China): TUV Certified (ID# 1111280198). For more details, visit [www.tuv.com](http://www.tuv.com)

\*\*China only: TUV Certified (ID# 0000086094). For more details, visit [www.tuv.com](http://www.tuv.com)

[CLM-014357](#)  
[CLM-014356](#)

Global (except China)

China



# Battery life claims

[PROJ-001635](#)

Config	MobileMark 2025	HD video playback	Netflix Streaming
Intel Core 5 120U processor (RPL-U R) , 8GB DDR5, 512GB SSD, FHD 1920x1200 display, Intel Graphics, 3-cell 41 WHr*.	Up to 5 hours <sup>1</sup>	Up to 9 hours <sup>2</sup>	Up to 8 hours <sup>3</sup>
Intel Core 5 120U processor (RPL-U R) , 16GB DDR5, 1TB SSD, FHD 1920x1200 display, Intel Graphics, 3-cell 41 WHr*.	Up to 5 hours <sup>1</sup>	Up to 9 hours <sup>2</sup>	Up to 6 hours <sup>3</sup>
Intel Core 7 150U processor (RPL-U R) , 16GB DDR5, 1TB SSD, FHD 1920x1200 display, Intel Graphics, 3-cell 41 WHr*.	Up to 5 hours <sup>1</sup>	Up to 8 hours <sup>2</sup>	Up to 6 hours <sup>3</sup>
Intel Core 5 120U processor (RPL-U R) , 16GB DDR5, 512GB SSD, FHD 1920x1200 display, Intel Graphics, 4-cell 54 WHr*.	Up to 7 hours <sup>1</sup>	Up to 11 hours <sup>2</sup>	Up to 8 hours <sup>3</sup>
Intel Core 7 150U processor (RPL-U R) , 16GB DDR5, 1TB SSD, FHD 1920x1200 display, Intel Graphics, 4-cell 54 WHr*.	Up to 7 hours <sup>1</sup>	Up to 12 hours <sup>2</sup>	Up to 8 hours <sup>3</sup>
Intel Core 7 150U processor (RPL-U R) , 16GB DDR5, 1TB SSD, FHD 1920x1200 display, NVIDIA® GeForce® MX570A, 4-cell 54 WHr*	Up to 4 hours <sup>1</sup>	Up to 11 hours <sup>2</sup>	Up to 7 hours <sup>3</sup>

- MobileMark 2025 battery benchmark: Dell 16 (16250)** tested with various configurations\*. Based on testing using the Mobile Mark 2025 battery life benchmark test in March 2025. For more information about this benchmark test, visit [www.bapco.com](http://www.bapco.com). Test results are for comparative purposes only. 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. Tested configurations may not be available in all regions/countries at all times. Maximum battery life will decrease with time.
- Local video playback battery benchmark: Dell 16 (16250)** tested with various configurations\*. Testing conducted by Dell labs in March 2025 using the Microsoft Movies & TV 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. Tested configurations may not be available in all regions/countries at all times. Maximum battery life will decrease with time.
- Netflix streaming battery benchmark: Dell 16 (16250)** tested with various configurations. Testing conducted by Dell labs in March 2025 with display brightness set to 150 nits and wireless enabled. Based on streaming Netflix 4K content using the Netflix Windows 11 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. Tested configurations may not be available in all regions/countries at all times. Maximum battery life will decrease with time.

**PLEASE NOTE:** The specific configuration tested must be available for sale in the region / country where this claim is made, otherwise that region / country cannot use this battery life claim because customer would not be able to configure their system to achieve the same result.

\*The stated Watt Hour (Whr) is not an indication of battery life.



## Services for Dell

Dell has services to help with technology needs throughout the life of your device. Our mission is to be the technology services provider you trust to keep you connected and productive so you can focus on doing more.

### **Dell Care Premium: Built for you, backed by us.**

Enjoy the best in personal PC care with 24/7 expert support for all your hardware and software needs. If we can't fix it remotely, a Dell technician will come to you for Onsite Support<sup>1</sup>. SupportAssist<sup>2</sup> predicts and resolves issues while keeping your PC fast, connected and stable. You'll also get data backup help, parental control setup, and repairs for accidents like drops and spills with no hidden fees or deductible. Plus, stay connected with international travel support.

### **ProSupport Plus for PCs your business solution**

For Windows Pro OS, upgrade to ProSupport Plus for your business needs. Automate and customize support to eliminate downtime across your fleet. Get 24/7 priority access to in-region technical support, next business day onsite repairs and proactive monitoring. Plus, accidental damage coverage, self-healing automated remediation and more.

### **Accidental Damage Service<sup>3</sup>**

Stay worry-free with protection from accidental drops, spills and electrical surges. Access to repairs is easy, with support designed to keep you up and running at your best. Accidental Damage is included with Dell Care Premium and ProSupport Plus.

#### Disclaimers:

<sup>1</sup>. Onsite Support: Onsite service after remote diagnosis (a) Onsite Service after remote diagnosis is determined by the online or phone technician, and may involve customer access to the inside of the system and multiple extended sessions. If the issue is covered by the Limited Hardware Warranty and cannot be resolved remotely, the technician and/or replacement part will be dispatched, usually in 1 or 2 business days, following the completion of the remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. On-site service is provided by Dell Marketing L.P. Availability varies. Other conditions apply. (b) Advanced Exchange Service replaces hardware after remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. Advanced Exchange Service is subject to country availability. (c) For complete details about On-site Service or Advanced Exchange Service, see [dell.com/servicecontracts](https://dell.com/servicecontracts)

<sup>2</sup>. SupportAssist: For supported systems and requirements, please refer to our user guide (SupportAssist for Home PCs version for personal use) or administrator guide (SupportAssist for Business PCs version for PC fleet management) and click "supported PCs". Proactive and predictive capabilities depend upon your active service plan and Dell Technologies business rules. For ProSupport Suite for PCs capabilities, view our administrator guide and click "Connect and manage capabilities and Dell service plans". For Dell Care Suite, Premium Support Suite, or Alienware Care Suite for PCs capabilities, view the user guide and click "SupportAssist capabilities and Dell Services plans".

<sup>3</sup>. Accidental Damage Service: Accidental damage coverage excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year.

## Important details

**Hard Drives:** Hard Drive capacity varies with preloaded material and will be less.

**Graphics & shared memory:** System memory may be used to support graphics, depending on system memory size and other factors.

**Weight:** Weights vary depending on configuration and manufacturing variability.

**Limited hardware warranty:** Limited Hardware Warranty is available by writing: Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or See [dell.com/warranty](https://dell.com/warranty).

**Accidental Damage:** Accidental Damage Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year. See [dell.com/servicecontracts](https://dell.com/servicecontracts).

**Mail-In Service for Repair after Remote Diagnosis:** Mail-In 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 the issue is covered by Limited Hardware Warranty and not resolved remotely, shipping instructions will be provided. Availability varies. See [dell.com/servicecontracts](https://dell.com/servicecontracts).

**Rapid Return for Repair after Remote Diagnosis:** Rapid Return for Repair after Remote Diagnosis is determination by online/phone technician of cause of issue, which may take multiple extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, shipping instructions will be provided. Next Business Day shipping not available in all areas, which may delay repair and return times. See [Terms and Conditions](#).

\*EPEAT registration varies by country. Please see [www.epeat.net](http://www.epeat.net) for specific country registration and rating.