Tier 1
- Full Warranty Support
- Hardware Support
- Accidental Damage
- Next Business Day Repair
- Software Imaging
- OS / Software Support
- General Support

Latitude 5400
- RAM 16 GB
- Processor Intel Core i5
- Hard Drive 256 SSD
- Screen 14" LCD

More Information:
go to www.framingham.edu/ITS
Or
www.dell.com/framingham

Tier 2
- Limited Hardware Support
- OS / Software Support
- General Support

Tier 3
- OS / Software Support
- General Support

Apple Products
Mobile Devices
All Other Windows PCs
Glossary

**Full Warranty Support**
This warranty covers full hardware support. This includes Accidental Damage coverage and next day support.

**Hardware Support**
Includes troubleshooting, repair, and replacement of any damaged hardware.

**Limited Hardware Support**
Hardware support coverage in line with the purchased warranty. Support includes troubleshooting and some on-site repairs.

**Accidental Damage** *(Latitude Protection)*
Any damage that is accidental such as physical damage due to dropping, screen cracking, and liquid spills.

**Next Business Day Repair**
New or replacement hardware will be dispatched the next business day leading to an average repair time of 24-48 hours from drop off.

**Software Support**
General troubleshooting with software related issues with the laptop.

**General Support**
Includes all other general questions or troubleshooting necessary to assist a user with their computer and its day-to-day use.