

BioHazard/Hazardous Material - Dell Global Policy

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Dell is committed to product quality and to the safety of our customers and employees. As part of that commitment, Dell has a dedicated team to respond to and investigate reports of issues with Dell products if the report indicates that a safety concern may exist.

However, biological contamination that may occur in the field is outside of this scope. Dell is not equipped to handle biological or hazardous substances in its receiving facilities nor is the Dell onsite service providers or portables repair depots. Therefore, Dell will not take on the liability for disposal of any contaminants, nor do we want to expose our employees or partners to such materials.

Dell products are designed to be safe for their intended use. They are also designed and manufactured to meet all appropriate legal and regulatory requirements in the areas where they are sold. While perceived biological contamination complaints are rare, they must be treated seriously to protect Dell, Dell employees and Dell's customers. To ensure these customers reported issues are responded to properly, Dell employees and Dell authorized partners must understand the steps to follow if they encounter a biological contamination concern reported by a customer.

In the course of communicating with a customer, the customer may make comments that contain words or statements that may indicate the customer is concerned the product is biologically contaminated. These include, but are not limited to blood or other bodily fluids,

i.e. urine, vomit, etc., or it is contaminated by any other perceived hazardous substance.

If the customer makes comments that indicate they are concerned the product is biologically contaminated, including but not limited to statements of the product being contaminated with:

- Blood or other bodily fluids (i.e., urine, vomit, etc.) from Humans or any living organisms.
- Is contaminated by any other perceived hazardous substance, through no fault of Dell.

Dell is not obligated to cover the repair or replacement of the system or part and out of warranty (point of need) service options are not available through Dell.

If a situation arises that there is a known contamination, the system cannot be repaired or replaced. The customer should not attempt to ship the system to a Dell repair facility, such as a Depot, MIS/CIS center as Dell may not be able to return the system to the customer due to shipping restrictions.

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Policy

Regulation:
Biologically Contaminated systems are NOT eligible for Accidental Damage Claims.

If the contaminated system has an active Complete Care contract and the damage is accidental, the system or component should be exchanged by the Bio-Hazard exchange procedure below in the Procedure Section.

1. If the contaminated system has a standard hardware warranty without a Complete Care contract, and the damage was caused by the customer through no fault of Dell, Dell is not obligated to cover the repair or replacement of the system or part and Out of warranty service options are not available through Dell.

2. In the very unlikely event the contamination is perceived as being caused by Dell (e.g., system is contaminated out-of-box), use the Bio-hazard Exchange Procedure. Situations that could be classified under safety hazard guidelines (e.g., leaking battery) should be handled by the safety capture process. For more information, refer to "[Product Safety Policy and Procedure - Dell Global Policy](#)" Article ID: 000048660.
3. If a component of a contaminated system requires repair or replacement due to hardware failure or manufacturing defect (not the contamination) and has a standard hardware warranty, Dell will cover the repair or replacement. In these circumstances, Dell will not issue onsite or depot service. Instead use the Bio-hazard Exchange Procedure.

Dell is not equipped to handle hazardous substances in its receiving facilities nor is the Dell onsite service providers or portables repair depots. Therefore, Dell will not take on the liability for disposal of any contaminants, nor do we want to expose our employees or partners to such materials. Therefore, do not ask customers to return products that are potentially contaminated with any of the biological hazards described above to any of Dell's receiving centers or Repair Depots.

	Note:
	<ul style="list-style-type: none"> • Agents SHOULD NEVER lead the customer's conversation, e.g. did you bleed on the system? Let the customer tell you what happened. • Agents SHOULD NEVER tell customers their issue is a bio-hazard issue. • Agents SHOULD NEVER offer ANY type of compensation to the customer including EXG without proper approval from the Product Safety team. • Agents SHOULD NEVER provide advice or discuss with the customer any information regarding: <ul style="list-style-type: none"> ○ Legal course of action. ○ Dell liability. ○ Insurance claim.

Bio-Hazard criteria found in the customer's verbal, written, or recorded records

1. The customer must have a Complete Care Contract for accidental damage, or the customer indicates the biological contamination is perceived as being caused by Dell (e.g., system is contaminated out-of-box)

AND

2. One or more of the following customer claims:
 - Blood or other bodily fluids, i.e. urine, vomit, etc., were accidentally spilled on the product or the product is contaminated by any other perceived hazardous substance.

Escalating to the Safety Team

If you feel you are not getting the resolution to the issue you may ask for the case to be escalated to the Safety Lead (through WW_Product_Safety_Captures@dell.com). For more information refer to [Product Safety Policy and Procedure - Dell Global Policy](#) Article ID: 000048660.

Consequences of Noncompliance with Policy

	Regulation:
	Failure to comply with this policy and follow the guidelines may place our customers at risk, tarnish Dell's reputation, and ultimately expose Dell to legal liability. And, as with any Dell corporate policy, failure to comply may result in disciplinary action.

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Keywords

Help KeywordsFollow SEO guidelines to add relevant keywords for indexing and searching.

BioHazard

Procedure

	Notice:
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	Never put the customer at risk of injury by having them physically repeat the sequence of events.
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1. Have the customer discontinue using the system and disconnect all power sources.
2. Have the customer explain the events leading up to the contamination (for example, establish the situation Who, What, When, Where).
 - **Who** was involved in the incident?
Example: *"I left the system on the table and my <neighbor>..."*
 - **What** exactly happened? **What** were you doing when the problem or incident occurred?
Example: *"I was on the table..."*
 - **When** did the problem or incident occur?
Example: *"It happened 3 days ago. I just haven't had time to call you."*
 - **Where** (in relation to the system) did the problem or incident occur?
Example: *"all over the Keyboard."*
3. Instruct the customer to provide the following:
 - Clear pictures of the product, including the contaminated area and a picture of the service tag.

	Note:
	Pictures need to show the entire unit not just abstracts of the contaminated area.

- If the caller is not the original owner, contact the original owner to see if the system is still in their possession or if it has been resold or gifted to someone else. If you find out it was resold or gifted, see if they will tell you who they resold or gifted it to (if they don't remember a name, see if they remember the city/state where the new owner lives).
4. **Log all customer comments** relating to the failure in the **Dell Internal Comments/SFDC Notes**.
 5. You must begin the customer comments with "**Customer said**".

6. Include any statements offered by the customer regarding personal injury and property damage unless the injury was Customer Induced, e.g. while typing on my computer, my cat jumped up and urinated on the keyboard and I received a shock.
7. Set the customer expectation that an agent will call them back after the appropriate approvals have been received for the dispatch. (The Dell Services Safety Analyst will respond to submitting tech support agent within the next business day. (Business days are M-F))
8. Inform the customer that they should not attempt to clean or repair these items.
9. Provide the customer with the SR/case number and the dispatch number if issuing a dispatch.

Customer Experience:
Accidental Damage contracts within Americas do not include Biohazard coverage. For more information on Accidental Damage coverage please see Accidental Damage (Complete Care/Cover) – Dell Global Policy

If the contaminated system has an active Accidental Damage contract and the damage is accidental, the system or component should be exchanged by following the Bio-Hazard exchange procedure.

Bio-Hazard Exchange Procedure

Prior to issuing any EXG, current ownership and validation of the issue must be established. Follow the steps outlined below:

1. Request clear pictures of the product where it has been contaminated.
 2. Request a clear picture of the service tag of the affected product.
 3. If the caller is not the original owner, contact the original owner to see if the system is still in their possession or if it has been resold or gifted to someone else. If you find out it was resold or gifted, see if they will tell you who they resold or gifted it to (if they don't remember a name, see if they remember the city/state where the new owner lives).
- Tell the customer not to return the part or product and to dispose of it according to their own hazardous substance disposal procedures as Dell is not equipped to

receive biologically hazardous products, parts or equipment and therefore will not receive them in our return facilities or repair depots.

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Related Articles

Help Related ArticlesLists other related articles with different fixes. Separated by commas.

- [Product Safety Policy and Procedure - Dell Global Policy](#) Article ID: 000048660
- [Accidental Damage \(Complete Care/Cover\) – Dell Global Policy](#) Article ID: 000048769