



Product Compliance Datasheet

MARKETING NAME.....: Latitude 3420
REGULATORY MODEL.....: P144G
REGULATORY TYPE.....: P144G001, P144G002
EMC EMISSIONS CLASS.....: B
EFFECTIVE DATE.....: April 13, 2021

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I. Statement of Compliance

This product has been determined to be compliant with the applicable standards, regulations, and directives for the countries where the product is marketed. The product is affixed with regulatory marking and text as necessary for the country/agency. Dell manufacturers and markets Multimedia Equipment (MME), Information Technology Equipment (ITE), Audio Visual Equipment (A/V), Industrial, Scientific, Medical Equipment (ISM) or combinations of these. Generally, products Electromagnetic Compatibility (EMC) and Product Safety compliance is based on International IEC and CISPR standards and their national equivalent along with national standards for Radio (wireless), Telecommunications (Modem) and Energy. Dell products have been verified to comply with the Restriction of Hazardous Substances (RoHS) Directive 2011/65/EU of the European Parliament and the Council. Dell product does not contain any of the restricted substances in concentrations and applications not permitted by the RoHS Directive.

EMC Emissions Class refers to one of the following use environments:

- EMC Class B product is intended for use in residential/domestic environments but may also be used in nonresidential/non-domestic environments.
- EMC Class A product is intended for use in non-residential/non-domestic environments. Class A product may also be utilized in residential/domestic environments but may cause interference and require the user to take adequate corrective measures.

For Product Safety and EMC compliance, this product has been assigned a unique regulatory model and regulatory type that is imprinted on the product regulatory labeling to provide traceability to the regulatory approvals noted on this datasheet. This datasheet applies to any product that utilizes the assigned regulatory model and type including marketing names other than those listed on this datasheet. Dell products with the CE marking have been verified to comply with Energy Related Products (ErP) Directive 2009/125/EC of the European Parliament and of the Council. https://www.dell.com/ErP_User_Information. REACH (Registration, Evaluation, Authorization and Restriction of Chemicals), Regulation (EC) 1907/2006 of the European Parliament and of the Council is the European Union's (EU) chemical substances regulatory framework. Dell complies with the REACH regulation. For information on SVHC (Substances of Very High Concern), see www.dell.com/REACH. This products compliance documentation, such as this datasheet and the European Union Declaration of Conformity are available on the product support page, manuals tab <http://www.dell.com/support>. Additional compliance documentation for the product is available upon submitting a request at http://www.dell.com/regulatory_compliance. Please include product identifiers such as marketing name, regulatory model, regulatory type and country that compliance information is needed in the email request.

II. Global Environmental Information

Environmental (Voluntary Marks)		
Country	Approval	Compliance
Global	ENERGY STAR (Configuration Dependent)	8.0
Global	TCO Certified	8.0



China	CECP	Yes
China	CEC	Yes
Taiwan	Greenmark	Yes
Varies by Country See EPEAT.net	EPEAT (Configuration Dependent)	Refer to EPEAT.net for specific registration levels and countries

Adapter Certification and Declarations	
Country	Authority/Mark
Australia/New Zealand	Australia/NZ MEPS
Canada	NRCan
US – California Energy Commission	Adapter & Battery Charger
European Union	Regulation EC No 278/2009
South Korea	South Korea MEPS

III. Declaration of Similarity

Object of the Declaration	
Product Type	Notebook
Regulatory Model Number	P144G
Regulatory Type Number	P144G001, P144G002
Trade Name/ Trade Mark	DELL
Marketing Name(s)	Latitude 3420

Dell Inc. hereby declares that the products identified by the product designations listed in this declaration are strictly identical in design (shape, opening, etc.) components, materials, manufacturing process, and markings except for product designation – Trade Name and/or Trade Mark as specified in this declaration.

The products may have very minor differences which do not impact the level of conformity. All products identified by the product designations in this declaration have the same level of conformity according to the certificate(s) provided.

The Trade Name / Trade Mark and/or Marketing Name(s) are the property of Dell Inc. Any differences in the product designation are for marketing purposes only.

Date of Issue	April 13, 2021	Signature on behalf of Dell Inc.	Dell Inc. Dell Global Product Compliance and Environmental Affairs
Title	Dell Global Product Compliance and Environmental Affairs		



IV. Power Cords and User Documentation

Dell products are provided with the power cord and user documentation suitable for the intended country of delivery. Products that are relocated to other countries should use nationally certified power cords and plugs to ensure safe operation of the product. Contact Dell to determine if alternate power cords or user documentation in other languages is available for your market.

V. Trade (Import/Export) Compliance Data

For any questions related to importing & exporting classification of Dell products, please obtain information from the following link: <http://www.dell.com/learn/us/en/uscorp1/import-export> or send email request to WW_Export_Compliance@dell.com. Please include product identifiers such as marketing name, regulatory model, regulatory type and country that compliance information is needed in the email request.

VI. Product Dimensions and Weight

Depth, mm/cm	Width, mm/cm	Height, mm/cm	Weight, kg
226 mm	326 mm	Front: 18.05 mm Back: 20.95 mm	1.63Kg (depending upon installed options)

For Display products please refer to the user manual for weight and dimension information.

VII. Performance Data

ErP Lot 3, Lot 26 and ErP Lot 9 information is in Appendices A, B and C respectively.

For additional information on how Dell's commitment to energy efficiency benefits you go to: [Reducing your Footprint](#)

For additional information on ENERGY STAR models refer to the following database: [ENERGY STAR Product Finder](#)

Computer:

Service Level	Energy Consumption	BTU Calculation	Description of Service Level
CPU stressed	46.10	157.66	The system is running programs to maximize the CPU utilization and/or running programs to maximize the power consumption.
Short Idle	6.55	22.41	As specified EPA Energy Star Computer mode.
Long Idle	1.20	4.10	As specified EPA Energy Star Computer mode.
S3 "Sleep" or Modern Standby	1.20	4.10	Suspend-to-RAM (low-power/sleep mode)
Off/Standby	0.47	1.60	System is turned off but still connected to its AC power source.

Energy Consumption¹

¹ This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied. For more details visit <https://www.dell.com/learn/us/en/uscorp1/dell-environment>



Energy efficiency benefits the environment and lowers the total cost of equipment ownership by reducing power consumption. Click [here](#) for Dell's Energy efficient products.

***Energy Consumption** results are based solely upon the laboratory testing of the **System Configuration** and in accordance to the described service level. Energy consumption is tested at 230 Volts / 50 Hz.

VIII. Product Materials Information

Information on Dell's material use is available [here](#).

Dell's Restricted Material for Use guidance document is available at www.dell.com/restrictedsubstanceslist.

- The case material is >PC+ABS<
- This product contains 12.4% post-consumer recycled plastic
(*Measured as a percentage of total amount of plastic (by weight) in the product as per guidance in EPEAT standard as applies to plastics parts)

Mechanical plastic parts ² > 25 g are BFR/PVC free	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Marking of plastics parts greater than 25 grams is in accordance with ISO 11469 (see below)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Printed circuit boards (without components) >25g are BFR PVC free ³	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Insulation materials of external electrical cables are PVC free	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA
Insulation materials of internal electrical cables are PVC free	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Product is BFR/PVC Free (Accessories & Options may not be BFR/PVC-Free, refer to spec ENV0199)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Flame Retardants Used in Motherboard

Part	Flame Retardant
Motherboard	DOPO

Flame Retardants Used in Mechanical Plastic Parts > 25 grams

Resin Material Name	Plastic Part Marking per ISO 11469:2016	Flame Retardant Marking per ISO 1043-4 (i.e. FR(16), FR(40), etc.)	Flame Retardant (i.e. TBBPA, triaryl phosphate ester, etc.)	List applicable R-Phrase(s) or Hazard Statement(s) per EU Directive 67/548/EEG or 1272/2008

² Mechanical plastic part: plastic parts that do not internally carry an electrical signal such as housings, brackets, bezels, latches, etc. that form the basic structure of the product and/or have mechanical functions. Plastic parts such as fans, connectors, printer fuser assemblies, etc. are not considered "mechanical plastic parts" in the context of this specification. Plastics parts do not contain more than 0.1% weight (1000 ppm) bromine and 0.1% weight (1000 ppm) chlorine attributable to brominated flame retardants, chlorinated flame retardants, and polyvinyl chloride (Per Dell Spec ENV0424)

³ Dell will adopt the BFR/CFR/PVC-free definition as set forth in the "iNEMI Position Statement on the Definition of 'Low-Halogen' Electronics (BFR/CFR/PVC-Free)." Plastic parts contain <1000 ppm (0.1 percent) of bromine (if the Br source is from BFRs) and <1000 ppm (0.1 percent) of chlorine if the Cl source is from CFRs, PVC or PVC copolymers. All printed circuit board (PCB) and substrate laminates contain bromine/chlorine totaling less than 1,500 ppm (0.15 percent), with maximum chlorine of 900 ppm (0.09 percent) and maximum bromine of 900 ppm (0.09 percent)



GN5151RFA	>PC+ABS-TD15FR(40)<	FR(40)	BPADP	N/A
GN5001RFD	>PC+ABS-FR(40)<	FR(40)	BPADP	N/A
ER5151RFL	>PC+ABS-TD15FR(40)(REC30)<	FR(40)	BPADP	N/A
FR3021GR	>PC+ABS-TD15FR(40)(REC30)<	FR(40)	Halogen-free organic phosphorus compounds	N/A
FR3021	>PC+ABS-TD15FR(40)<	FR(40)	phosphate	N/A
MB1700	>PC+ABS-TD3FR(40)<	FR(40)	phosphate	N/A

Mercury Information

Number of bulbs	Average per bulb
If none, enter 0	0 mg

Additional information:

- Refer to Dell Technologies' [Chemical Use Policy](#) for more information on RoHS and REACH.
- Products MSDS (Material Safety Data Sheets):
 - Batteries: [Battery MSDS Documentation and Declaration](#)
 - Printer Toner and Ink: [MSDS Documentation](#)

IX. Packaging

Information on Dell's sustainable packaging effort available [here](#). Additional materials restricted in Packaging as per Dell's Material Restricted for Use Standard document can be found at www.dell.com/restrictedsubstanceslist.

MinConfig

Packaging Materials	Total Weight, (g)	Sustainable Material Content[1] (e.g Recycled content *, bio-based, Sustainable Forested materials)	% Sustainable Material		
			APJ region	DAO region	EMEA region
Corrugated Fiberboard	365	Recycled Content	Min 35%	Min 35%	Min 35%
LDPE (Including EPE Foam)	1	Recycled Content	0-80%	0-80%	0%
Molded paper pulp	180	Recycled content	100%	100%	100%
HDPE (including thermoformed) *	10	Recycled Content	0-80%	0-80%	0%

Shuttle

Packaging Materials	Total Weight, (g)	Sustainable Material Content[1] (e.g Recycled content *, bio-based, Sustainable Forested materials)	% Sustainable Material		
			APJ region	DAO region	EMEA region
Corrugated Fiberboard	262	Recycled Content	Min 35%	Min 35%	Min 35%
LDPE (Including EPE Foam)	1	Recycled Content	0-80%	0-80%	0%
Molded paper pulp	180	Recycled content	100%	100%	100%
HDPE (including thermoformed) *	10	Recycled Content	0-80%	0-80%	0%

X. Batteries

Below is a listing of batteries that could be present in the product:



Battery Description – Batteries	Battery Type	Battery Weight (kg)	Rating
CR-2032 coin cell	Lithium Metal	0.0035	
Rechargeable Battery 3 cell	Lithium Ion	0.176	41Wh
Rechargeable Battery 4 cell	Lithium Ion	0.231	54Wh

XI. Design for Environment

Dell systems are, when applicable, designed for easy assembly, disassembly, and servicing. For more information on Dell's Environmental product attributes please visit <https://www.dell.com/learn/is/en/iscorp1/dell-environment-greener-products>

XII. France Reparability Index

On January 1, 2021, France introduced a new Repairability Index for five categories of electronic devices, including laptops. The aim of this new Repairability Index is to inform customers about available repair options for a product prior to purchase.

The Repairability Index is a score ranging from 0 to 10/10, calculated based on five criteria:

- 1. Documentation:** A score determined by the manufacturer's commitment to make technical documents available free of charge, in number of years, to repairers and consumers.
- 2. Disassembly, tools, and fasteners:** A score determined by how easy it is to disassemble the product, the type of tools needed, and the characteristics of the fasteners.
- 3. Availability of spare parts:** A score determined by the length of time the manufacturer commits to makes spare parts available for the product and the time it takes to deliver them.
- 4. Price of spare parts:** A score determined by the ratio of the sale price of spare parts to the price of the product.
- 5. Product specific:** A score determined by sub-criteria specific to the product category concerned, which may include availability of remote support, software updates, and resets.

The Repairability Index for this product and the parameters used to calculate the Repairability Index, are provided in Appendix D.

XIII. Recycling / End-of-Life Service Information

Take back and recycling services are offered for this product in certain countries. If you want to dispose of system components, please visit www.dell.com/recyclingworldwide and select the relevant country.



XIV. Helpful Links

- **Environmental Policy**
https://i.dell.com/sites/csdocuments/Corporate_corp-Comm_Documents/en/dell-global-environmental-policy.pdf
- **Social Impact - Progress Made Real**
<https://corporate.delltechnologies.com/en-id/social-impact.htm>
- **Advancing Sustainability**
<https://corporate.delltechnologies.com/en-us/social-impact/advancing-sustainability.htm>
- **ISO 14001 Certification**
<http://i.dell.com/sites/content/corporate/corp-comm/en/Documents/dell-iso14001-worldwide.pdf>
- **Materials Restricted for Use**
www.dell.com/restrictedsubstanceslist
- **Chemical Use Policy**
<http://i.dell.com/sites/doccontent/corporate/environment/en/Documents/chemical-use-policy.pdf>
- **Product Carbon Footprint**
<https://corporate.delltechnologies.com/en-us/social-impact/advancing-sustainability/sustainable-products-and-services/product-carbon-footprints.htm>
- **RoHS Compliance**
<https://support.dellproductcompliance.com/hc/en-us/articles/360036876153-Materials-Restricted-Material-Compliance>
- **REACH Compliance**
www.dell.com/REACH
- **Recycling Information**
<http://www.dell.com/recycling>
- **Supplier Responsibility – Champion the Many People**
<https://corporate.delltechnologies.com/en-us/social-impact/advancing-sustainability/champion-the-many-people.htm>



Appendix A: ErP Lot 3 Product Energy Consumption Information

European Union (EU) ErP Lot 3 (Commission Regulation (EC) No. 617/2013)

The ErP Lot 3 regulation includes requirements for certain product specific information to be provided by the manufacturer. This is applicable to Desktops, Integrated Desktops (All-in-One), Notebooks, Tablets, Slates, Notebook Thin Clients, Desktop Thin Clients, Workstations, Mobile Workstations, and Small-Scale Servers.

ErP Lot 3 provides certain exclusions based upon product type, screen size, and/or the amount of power consumed in idle mode. Product energy and acoustic information might be reported for products that are out of scope of ErP Lot 3 for informational purposes only.

Additional information on ErP Lot 3, Lot 7 & Lot 26 available [here](#).

For P144G001,

Category	Category A	Category B
Processor Speed in GHz	2.8	2.8
Number of Cores	4	4
Total Installed System Memory in GB	32	32
Graphics	Integrated	G3(with FB Data Width <= 128-bit)
WOL enabled in "Sleep" Mode	Yes	Yes
WOL enabled in "Off" Mode	No	No
<i>As Tested: Lowest Power State</i>	0.36	0.47
<i>As Tested: Poff(W) WOL Disabled</i>	0.36	0.47
<i>As Tested: Poff(W) WOL Enabled</i>		
<i>As Tested: Psleep(W) WOL Disabled</i>	0.83	1.03
<i>As Tested: Psleep(W) WOL Enabled</i>	0.89	1.20
<i>As Tested: Pidle(W)</i>	2.31	2.48
Base TEC Limit (kWh)	27	36
TEC Adders Limit (kWh)	14.20	27.20
Base + Adders TEC Limit (kWh)	41.20	63.20
Results TEC	8.74	10.04

For P144G002,

Category	Category A
Processor Speed in GHz	1.2
Number of Cores	2
Total Installed System Memory in GB	32
Graphics	Integrated
WOL enabled in "Sleep" Mode	Yes
WOL enabled in "Off" Mode	No
<i>As Tested: Lowest Power State</i>	0.38
<i>As Tested: Poff(W) WOL Disabled</i>	0.38
<i>As Tested: Poff(W) WOL Enabled</i>	
<i>As Tested: Psleep(W) WOL Disabled</i>	0.62
<i>As Tested: Psleep(W) WOL Enabled</i>	0.92
<i>As Tested: Pidle(W)</i>	1.80
Base TEC Limit (kWh)	27
TEC Adders Limit (kWh)	14.20
Base + Adders TEC Limit (kWh)	41.20
Results TEC	7.53



Power Supply Model #	Internal or External	Link to efficiency report
LA65NS2-01	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=5485275&appliance=EPS&nr=1
HA65NM190	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=26886270&appliance=EPS&nr=1
HA65NS5-00	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=5470487&appliance=EPS&nr=1
HKA65NM200	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=35902432&appliance=EPS&nr=1
HKA65NM201	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=36174127&appliance=EPS&nr=1
DA65NM190	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=24854598&appliance=EPS&nr=1
DA65NM191	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=34247978&appliance=EPS&nr=1
LA65NM190	External	https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.formHandler&operation=details-details&ref=25946862&appliance=EPS&nr=1

* **Energy Consumption** results are based solely upon the laboratory testing of the **System Configuration** listed above. Energy consumption is tested at 230 Volts / 50 Hz.

Energy Consumption⁴

Energy efficiency benefits the environment and lowers the total cost of equipment ownership by reducing power consumption. Click [here](#) for Dell's Energy efficient products

For P144G001,

Computers Category A:

Service Level	Sound Power Declared mean A-weighted level	Statistical adder for verification	Sound Pressure Declared mean A-weighted emission level
	L _{WA,m} (B)	K _v (B)	L _{pA,m} (dB)
HDD Accessing	2.6	0.4	23.4
ODD Accessing	n/a	n/a	n/a
Idle	2.2	0.4	13.2

⁴ This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.



Computers Category B:

Service Level	Sound Power Declared mean A- weighted level	Statistical adder for verification	Sound Pressure Declared mean A- weighted emission level
	L _{WA,m} (B)	K _v (B)	L _{pA,m} (dB)
HDD Accessing	2.9	0.4	26.4
ODD Accessing	n/a	n/a	n/a
Idle	2.2	0.4	22.0

For P144G002,

Computers Category A:

Service Level	Sound Power Declared mean A- weighted level	Statistical adder for verification	Sound Pressure Declared mean A- weighted emission level
	L _{WA,m} (B)	K _v (B)	L _{pA,m} (dB)
HDD Accessing	2.4	0.4	16.7
ODD Accessing	n/a	n/a	n/a
Idle	2.2	0.4	13.2



Appendix B: ErP Lot 26 Network Standby Energy Consumption Information

European Union (EU) ErP Lot 26 (Commission Regulation (EC) No 801/2013)

The ErP Lot 26 regulation includes Network Standby power requirements to be provided by the manufacturer. This is applicable to multiple product categories. If no information is reported, it's assumed it is out of scope of ErP Lot 26.

For P144G001,

Network Standby Classification	LoNA
Off/Standby - Watts	0.47
Network Standby - Watts	1.2
Number of Network Ports	2
Location of 'Physical' Network Ports	Side
Network Port Type	CNVI / PCIE
Network Port(s) Activated or Deactivated	Network Port(s) "Activated"
Network Port Maximum Performance in GB/s	Wireless: 0.3 / LAN RJ45: 1
Communication protocol used by equipment	Wireless : IEEE 802.11 ax / Ethernet : IEEE 802.3
Description of how to assert Network Standby Mode	Information available @ www.dell.com/regulatory_compliance and/or www.dell.com/support
Sequence of events to trigger automatic assertion of Network Standby Mode	
Notes regarding operation of the equipment EX: how the user switches the equipment into network standby	
Default time for PM function to switch equipment into this mode	
Inactivity time required to enter Network Standby	
Re-activation trigger	
Measurement Method	

For P144G002,

Network Standby Classification	LoNA
Off/Standby - Watts	0.38
Network Standby - Watts	0.92
Number of Network Ports	2
Location of 'Physical' Network Ports	Side
Network Port Type	PCIE WLAN/LAN
Network Port(s) Activated or Deactivated	Network Port(s) "Activated"
Network Port Maximum Performance in GB/s	1
Communication protocol used by equipment	Ethernet - TCPIP
Description of how to assert Network Standby Mode	Information available @ www.dell.com/regulatory_compliance and/or www.dell.com/support
Sequence of events to trigger automatic assertion of Network Standby Mode	
Notes regarding operation of the equipment EX: how the user switches the equipment into network standby	
Default time for PM function to switch equipment into this mode	
Inactivity time required to enter Network Standby	
Re-activation trigger	
Measurement Method	



Appendix D: France Reparability Index

CALCUL DE L'INDICE DE RÉPARABILITÉ ET PRÉSENTATION DES PARAMÈTRES AYANT PERMIS DE L'ÉTABLIR	<i>Ordinateur portable</i>
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FICHE D'INFORMATION À TRANSMETTRE AUX DEMANDEURS
(cf. Article L 541-9-2 du Code de l'environnement)

Nom ou marque commerciale du producteur ou de l'importateur	Dell
Adresse du producteur ou de l'importateur	1 Dell Way, Round Rock, TX 78682, United States
Référence du modèle donnée par le producteur ou l'importateur	P144G
Date du calcul	05 July 2021

Critère	Sous-critère	Note du sous-critère sur 10	Coefficient du sous-critère	Note du critère sur 20	Total des notes des critères sur 100
CRITÈRE 1 : DOCUMENTATION	1.1 Durée de disponibilité de la documentation technique et relative aux conseils d'utilisation et d'entretien	8.5	2	16.9	86.6
CRITÈRE 2 : DÉMONTABILITÉ, ACCÈS, OUTILS, FIXATIONS	2.1 Facilité de démontage des pièces de la liste 2*	9.3	1	19.3	
	2.2 Outils nécessaires (liste 2)	10.0	0.5		
	2.3 Caractéristiques des fixations entre les pièces de la liste 1** et de la liste 2	10.0	0.5		
CRITÈRE 3 : DISPONIBILITÉ DES PIÈCES DÉTACHÉES	3.1 Durée de disponibilité des pièces de la liste 2	7.1	1	12.4	
	3.2 Durée de disponibilité des pièces de la liste 1	7.1	0.5		
	3.3 Délais de livraison des pièces de la liste 2	3.3	0.3		
	3.4 Délais de livraison des pièces de la liste 1	3.3	0.2		
CRITÈRE 4 : PRIX DES PIÈCES DÉTACHÉES	4. Rapport prix des pièces de la liste 2 sur prix de l'équipement neuf	9.0	2	18.0	
CRITÈRE 5 : CRITÈRE SPÉCIFIQUE	5.1 Informations sur la nature des mises à jour	10.0	1	20.0	
	5.2 Assistance à distance sans frais	10.0	0.5		
	5.3 Possibilité de réinitialisation logicielle	10.0	0.5		
Note de l'indice sur 10					

*liste 2 : liste des 3 à 5 pièces détachées au maximum (selon la catégorie d'équipements concernée) dont la casse ou les pannes sont les plus fréquentes ;

**liste 1 : liste de 10 autres pièces détachées au maximum (selon la catégorie d'équipements concernée) dont le bon état est nécessaire au fonctionnement de l'équipement.

