

# Lenovo Premium Care

	Standard Support	Lenovo Premium Care
Available through phone, chat and e-mail	Business hours	24/7
Labor and Parts	✓✓	✓✓
'Getting started' and 'how-to' assistance	-	✓
Onsite support and fast repair	-	✓
Support for hardware and software	-	✓
Preventative PC Health Check	-	✓

## Scope of service



### Premium Care call center – 24/7

The Premium Care Call Centre is available 24/7 (excluding national public holidays). Premium Care is not Standard/ default service offering. It is an add on service and the customer has an option to purchase it at an added cost. It is available at additional charges on select Consumer Premium Product Series.. When Premium Care service is bundled or purchased separately by the customer, it runs concurrently with the first-year limited warranty of the product



## Getting Started assistance

The following Getting Started assistance is part of the Services - Box to Boot support, device setup assistance over the phone only Basic “How To” or feature assistance.

- a. Software Installation
- b. Connect Device to Network
- c. Lenovo product support and Warranty information
- d. Help guide on Registration process
- e. Hot Fix and patch assistance
- f. Basic “How To” or feature definition questions



## Warrantable Incident Resolution – Onsite Support

Post completion of Premium Care Support Call Centre troubleshooting, if required (as determined by Lenovo), Lenovo will provide Onsite Support to Your registered location to address Your Warrantable Incident. Onsite support is:

- a. Available only on selected models of Lenovo Products, IDEA Tabs are out of scope.
- b. Will be provided between Monday to Saturday, 9am – 9pm (local time in Your registered location). Arrival times will depend on Your registered location and Your prompt response to Lenovo’s request for confirmation of arrival time
- c. Does not guarantee the resolution of a Warrantable Incident, nor the resolution of the Warrantable Incident within a given period of time
- d. Requires that, where You are not available at Your registered location, the Lenovo service provider will leave contact details to provide evidence of Lenovo’s visit. At Lenovo’s discretion You may be charged an additional charge for any required follow-up visits
- e. Onsite support is rendered on the basis that Premium Care call center phone based troubleshooting has completed before 3pm India Timing the day before



## Comprehensive Software Support

As a part of the Service will be provided for the following pre-loaded applications

### **Preloaded applications:**

- a. Windows® OS
- b. Lenovo One Key™ Recovery
- c. Lenovo REACHit
- d. Lenovo Companion
- e. Lenovo Solution center
- f. Lenovo Utility
- g. Lenovo APP Explorer
- h. Lenovo Photo Master
- i. Lenovo WRITEit (Pen)
- j. Lenovo Onekey Recovery

Refer below URL for more details:

<https://www.lenovo.com/in/en/premium-care>