

LENOVO® SERVICES

WARRANTY AND PRIORITY TECHNICAL SUPPORT

Warranty Extensions, Upgrades and Priority Technical Support are fixed-term, fixed-cost solutions that allow you to accurately budget for equipment expenses and match refresh cycles and critical support needs. You get a worldwide single-source solution that helps you realize objectives for cost efficiency, improved service levels and end-user productivity and satisfaction.

BUDGET-FRIENDLY SOLUTION

Economical, predictable and scalable pricing helps to manage system-related costs.

GLOBAL COVERAGE

Consistent warranty service levels for multinational organizations, with in-region and local-language support.

CUSTOMIZE TO YOUR NEEDS

Lenovo's flexible warranty options are designed to fit the varying needs within an organization. Match service coverage duration with the expected lifecycle of your PCs.

FAST RESOLUTION OF PC PROBLEMS

Priority Technical Support response times are generally under 1 minute and support maximum end-user uptime.



WARRANTY EXTENSIONS & UPGRADES

Lenovo® offers a wide range of warranty options for your PCs, dependent on the machine type and base warranty. These options can be selected at the time of purchase or within the term of initial base warranty coverage.

- **Warranty Extensions** are available for periods of up to five years (depending on your system) giving you a fixed-term, fixed-cost service solution that enables you to match coverage terms with refresh cycles
- **Warranty Upgrades** allow you to vary response time and level of service to match your critical support needs

Depending on the initial base warranty of the system, service plans are available with the following service levels:

SERVICE LEVEL	DESCRIPTION
Carry-in/Mail-in/Depot/Courier Service¹	Parts and labor repair coverage where labour is provided at a designated service centre.
Expedited Depot^{2,3}	Parts and labor coverage with expedited turnaround 3 business days.
Onsite Service⁴	Parts and labor repair coverage where labor is provided onsite at your place of business. <ul style="list-style-type: none"> • If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, a technician will be dispatched to arrive onsite, typically the next day.

Service options vary by country. Additional Service level upgrades may be available in specific countries for a given Lenovo system. Special arrangements are possible upon request.

Onsite + Tech Install of CRUs (Customer Replaceable Unit parts)

With base warranty, installation of self-service CRUs is typically your responsibility, however with an upgrade to Technician-Installed CRU Service, Lenovo's Onsite Service includes installation of all needed CRUs.

Sealed Battery Warranty

Lenovo's new generation of ThinkPad® notebooks and tablets⁵ incorporate a sealed battery specifically designed for ultrathin products. With a sealed battery, replacement involves depot or onsite servicing by a trained technician. Extend the 1-year base battery warranty to a 3-year Sealed Battery Warranty⁶.

PRIORITY TECHNICAL SUPPORT

Lenovo's Priority Technical Support⁷ provides direct access to advanced technicians 24 hours a day, 7 days a week. You will have a reliable, single-source solution for all hardware, software and operating system needs.

SERVICE LEVEL	DESCRIPTION	BENEFITS
Call Routing to Advanced Technicians	Calls routed directly to advanced technicians.	Faster response, usually under 1 minute. Bypass call queues and have immediate access to advanced tech support.
24x7 Telephone Tech-to-Tech Support	Advanced technicians available 24 hours a day, 7 days a week.	Available when you need us.
Web-Based Call Tracking	Web-based tool to track service calls through to resolution.	Reduce administration time so IT staff can concentrate on business.
Escalation Management	Escalation process for high impact or complex PC problems.	Manage problems from diagnostics to closure. Provides peace of mind and satisfaction.
Local Language Support	24x7 local language support on Lenovo hardware and pre-loaded third party software. (subject to third party software policies ⁸).	We speak your language wherever you are.
Third Party Software Support⁸	Lenovo troubleshoots basic software problems or will transfer you to the appropriate software vendor to assist in resolving issues. If you do not have a service agreement, Lenovo will provide a courtesy transfer to the appropriate vendor tollfree support line.	Save time with a convenient single source for both hardware and software needs.

Lenovo Warranty and Priority Technical Support services are part of a comprehensive portfolio that supports the entire lifecycle of your PCs. For more information on this, or other service offerings, please contact your Lenovo Sales Representative or visit: www.lenovo.com/services

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(1) May vary by country. (2) Expedited Depot is only available on Think-branded notebooks and tablets. (3) Service is only available in Austria, Germany, Ireland, UK, Canada and US. (4) Service is available during Lenovo's normal in-country business hours. Calls received after 3:00pm local time will require an additional business day for service dispatch. Onsite service is available in metropolitan areas only. Next day Service is not guaranteed. (5) Hardware availability varies by region. (6) Batteries degrade over time and variables such as temperature, usage and time affect battery life. Lenovo's Sealed Battery Warranty provides a one-time replacement opportunity in the event a defective or faulty battery fails to meet minimum performance standards. Battery health thresholds are determined by Lenovo's built-in battery diagnostic tool taking these factors into consideration. (7) Available on Think-branded hardware only. (8) Customers must have service contract with software vendor. Service is limited to software vendor service hours. All products and offers are subject to availability. All products and offers are subject to availability. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, ThinkPad, For Those Who Do and ThinkPlus. Other company, product and service name may be trademarks or service marks of others. ©2015 Lenovo. All rights reserved.