

THINKPAD® TABLET SERVICES ASSURE TOTAL PEACE OF MIND.

THINKPAD TABLETS DESIGNED FOR PROFESSIONALS ON THE GO, SUPPORTED BY A PREMIUM ENTERPRISE-CLASS SERVICE EXPERIENCE¹.

The Lenovo Services Advantage:

- Single source solution for all of your PC support needs
- Over 200 years of combined professional imaging experience
- Warranty support and protection for your IT investments
- 22,000 certified technicians, 164 countries, and 20+ languages supported
- Industry leading service levels with world-class supply chain, parts availability, and a consistent delivery experience

ENTERPRISE SECURITY AND ASSET MANAGEMENT

Protect your systems from day one and ensure enterprise-class performance and security.

IMAGING AND ASSET TAGGING

ONSITE ADVANCED EXCHANGE FOR MAXIMUM CONVENIENCE

Second Business Day resolution – so you stay “on the go” – productive and connected.

ONSITE ADVANCED EXCHANGE²



PROTECT YOUR SYSTEM FROM ACCIDENTAL DAMAGE

Essential protection for common accidents not covered under base warranty.

ACCIDENTAL DAMAGE PROTECTION³

SAVE ON UNEXPECTED BATTERY REPLACEMENTS

Avoids the unexpected costs of sealed battery replacements.

SEALED BATTERY WARRANTY SERVICE⁴

24/7 ACCESS TO ADVANCED TECHNICIANS

Direct access to the right level of support on the first call. Avoid consumer call queues.

PRIORITY TECHNICAL SUPPORT

WARRANTY EXTENSIONS & UPGRADES

Protect Your Investment

Warranty Extensions

Provide a fixed-term, fixed-cost service solution that allows accurate budgeting for equipment expenses.

Sealed Battery Warranty

Will save you significantly relative to the cost of undercover replacements.

Expedited Depot⁵

Provides the highest priority for depot repairs and guaranteed faster turn around.

Onsite Advanced Exchange

Increases your uptime and productivity with the convenience of Second Business Day (2BD) system replacement unit delivery. 2BD is our response target for approved warranty claims.

Available as a 1, 2, and 3-year warranty upgrade, with possible bundles with Accidental Damage Protection up to 3 years and Sealed Battery Replacement up to 2 years.

This custom based service requires a minimum order quantity 500 per configuration.

ACCIDENTAL DAMAGE PROTECTION

For Non-Warranted Damage

What's Typically Covered?⁶

- Accidental drops • Accidental spills • Bumps • Damage to the integrated LCD screen • Structural failures incurred under normal operating conditions • Electrical surges

Protect your investment from operational or structural damage due to unexpected accidental damage.

OUT OF WARRANTY REPAIR	OUT OF WARRANTY COST
MINOR REPAIRS	300 EUR
MULTIPLE PARTS REPLACEMENT	830 EUR
NEW TABLET	400 EUR

PRIORITY TECHNICAL SUPPORT

Immediate Expert Assistance

Lenovo's Priority Technical Support 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 with 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. ⁷	We speak your language wherever you are.
Third Party Software Support ⁷	Lenovo troubleshoots basic software problems or will transfer you to the appropriate software vendor to assist in resolving issues.	Save time with a convenient single source for both hardware and software needs.

TRANSITION SERVICES

Customization, Security, Asset Tagging and Recovery

Lenovo is dedicated to providing quality, security and expertise for tablets intended for business use. Factory-based services provide the security you need from beginning to end, saving you time and money on in-house deployment and support.

Image Creation Based on the needs of your organization.	Image Load Reduction of technician touch time and deployment time.	Encryption Secures PCs with anti-theft and hard disk passwords.	Asset Tagging Enables immediate control of tablet assets from day one.	Asset Recovery Services Outlines the development and execution of sustainable corporate disposition
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Imaging Technology Center Advantage

Productivity and Security

- Your security settings are enabled right out-of-the-box—before an end-user can compromise them
- Data encryption is done on the line, rather than left for customers to deal with — a process that can take hours
- Lenovo's Image Verification uses 150-point checklist to identify errors in your image before approval

ThinkPad Tablet services are part of a comprehensive portfolio of Lenovo's services that support the entire lifecycle of your PCs. For more information on these, or other service offerings, please contact your Lenovo Sales Representative or visit www.lenovo.com/services.

Lenovo Services

1) Service availability differs by region. 2) Onsite Advanced Exchange is available on ThinkPad Tablet 10 only. Minimum order quantity requirement. 3) Repair events limited to one service "event" per year with one replacement (if needed) allowed over the lifetime of the tablet. 4) 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. 5) Expedited Depot is available only in Austria, Germany, Ireland, UK, Canada and US. 6) Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity are not covered. 7) Customers must have service contract with software vendor. Service is limited to software vendor service hours. 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 and For Those Who Do. Other company, product and service name may be trademarks or service marks of others. ©2015 Lenovo. All rights reserved.