

## LENOVO® WARRANTY SERVICES PROTECT YOUR INVESTMENT

LENOVO'S PORTFOLIO OF WARRANTY SERVICES PROTECTS YOUR INVESTMENTS WHILE HELPING REALIZE YOUR OBJECTIVES FOR COST EFFICIENCY, IMPROVED SERVICE LEVELS AND END-USER SATISFACTION.

### COST SAVINGS

Minimize unplanned operating and maintenance expenses.

### INCREASE UPTIME AND PRODUCTIVITY

Convenient Onsite and Expedited Depot options.

### GLOBAL COVERAGE

Consistent 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.



## WARRANTY EXTENSIONS AND 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 accurately budget for equipment expenses
- **Warranty Upgrades** allow you to vary response time and level of service to match your critical support needs

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

SERVICE LEVEL	DESCRIPTION
<b>Carry-in or Mail-in Service<sup>1</sup></b>	Parts and labor repair coverage where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.
<b>Depot or Courier Service<sup>1</sup></b>	Parts and labor repair coverage where shipping or delivery to and from the repair center is paid for by Lenovo.
<b>Expedited Depot<sup>2</sup></b>	Parts and labor coverage with expedited turnaround three business days.
<b>Onsite Service<sup>3</sup></b>	Parts and labor repair coverage where labor is provided onsite at your place. <ul style="list-style-type: none"><li>• 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.</li></ul>

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

### Onsite + Technician Installation of Customer Replaceable Unit Parts

Basic system warranty coverage requires customer replacement of many PC parts and components (CRUs - Customer Replaceable Unit Parts). Lenovo's Onsite + Technician Installation of CRUs lets you avoid the time and hassle associated with internal CRU part replacement and have the convenience of onsite installation by a qualified Lenovo technician.

#### Benefits

- Ultimate convenience - Onsite + Tech Install of CRU parts is ideal for remote locations where technical resources are not available or for organizations with inexperienced end-users
- Optimizes IT resource time - Free IT staff from internal part installation so they have more time to deal with mission critical business
- Quality assurance - Consistent, best-in-class quality of Lenovo Qualified Parts and Lenovo Qualified Technicians ensures the ongoing value of your product
- Full-service solution - Onsite technician dispatched for ALL internal parts

### Sealed Battery Warranty

Lenovo's new generation of ThinkPad notebooks and tablets<sup>4</sup> incorporate a battery specifically designed for ultrathin products. This sealed, non-Customer Replaceable Unit (non-CRU) battery is designed to last three years under normal usage<sup>5</sup>. Extend the standard 1-year base battery warranty to a 2 or 3-year Sealed Battery Warranty<sup>6</sup>.

#### Benefits

- Low upfront cost is significantly less than that of a replacement not covered by an extension policy
- Fixed cost solution to prevent unexpected repair costs
- Combined with Onsite or Expedited Depot, a Sealed Battery Warranty will prevent the hassles and frustrations of system unavailability<sup>4</sup>
- Be assured of an effective and efficient battery replacement with Lenovo-certified technicians

Lenovo Warranty 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 visit: [www.lenovo.com/services](http://www.lenovo.com/services)

Lenovo Services

(1) Not available in all regions. (2) Expedited Depot is available in Austria, Germany, Ireland, United Kingdom, Canada and United States. (3) Service is available during Lenovo's normal in-country business hours. Calls received after 4:00pm 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. (4) Hardware availability varies by region. (5) Batteries degrade over time and variables such as temperature, usage and time affect battery life. (6) 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. 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](http://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.