

**lenovo**® FOR  
THOSE™  
WHO DO.

## LENOVO® SERVICES

## WARRANTY AND PRIORITY TECHNICAL SUPPORT

Lenovo's comprehensive service portfolio supports the entire lifecycle of your PC, and includes flexible warranty and support options designed to meet the various needs of your organization. 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, wherever you are.

Lenovo's award-winning Warranty and Support Services are provided by Lenovo-trained technicians, using Lenovo qualified parts. As a result, your organization feels confident in receiving the high standards of quality and customer care you've come to expect from Lenovo. You get the peace of mind to know your assets are protected and that your IT staff can focus on critical business objectives.

### WARRANTY SERVICES

Lenovo® offers a wide range of warranty options for your Think, Idea and Lenovo branded systems, 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 allows 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 the initial base warranty of the system, service plans are available with the following standard service levels:

SERVICE OFFERING	DESCRIPTION
Carry-in or Mail-in Service <sup>1</sup>	Parts and labor repair coverage where the customer is responsible for shipping (including packaging) or delivery to an authorized warranty provider or repair center.
Depot or Courier Service	Parts and labor repair coverage where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.
Onsite/In-Home Service <sup>2</sup>	Parts and labor repair coverage where labor is provided onsite at your place of business. <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 or with a customer replaceable unit part, repair will be made onsite, typically the next day</li> <li>• Onsite + Tech Install of CRUs (Customer Replaceable Unit Parts) broadens your coverage to include onsite technician installation of CRU parts.</li> </ul>
International Warranty Service (IWS) <sup>3</sup>	PC repair coverage for customers who require a critical warranty repair while travelling internationally. <a href="http://www.lenovo.com/internationalwarranty">www.lenovo.com/internationalwarranty</a>

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

### Benefits

- Match service coverage duration with the expected lifecycle of your PCs
- Minimize unplanned operating and maintenance expenses
- Increase uptime and productivity for you, your business or end-users
- Consistent service levels for multi-national organizations with in-region and local-language support
- Convenient onsite or next business day service options
- Lenovo's tech support has been recognized around the globe as consistently best-in-class from industry sources like TBR, Laptop Magazine, PC Magazine and IDC Dataquest



## PRIORITY TECHNICAL SUPPORT<sup>4</sup>

Priority Technical Support is an enhanced warranty plan that provides direct anytime-access to the right level of tech support on the first call, making your priority our priority.

Bypass basic troubleshooting and experience shorter hold times, reduced repair times and higher first time fix rates, freeing up your resources to focus on mission-critical business activities.

SERVICE	DESCRIPTION	BENEFITS
Priority Call Routing to Advanced Technicians	Dedicated phone number. Calls routed directly to advanced technicians.	Faster response, usually under 1 minute. You get to the front of the call queue and have immediate access to advanced tech support.
24x7 Telephone Tech-to-Tech Support	Advanced technicians available 24x7, trained to solve critical support issues.	Available when you need us.
Web-Based Call Tracking	Web-based tool to track service calls through to resolution.	Reduce administration time. Identify root causes and develop remedial action plans. Powerful knowledge to help you drive your business.
Escalation Management	Escalation process for high impact or complex PC problems.	Manage problems from diagnostics to closure. Provides peace of mind and end-user satisfaction.
Local Language Support	24x7 local language support on Lenovo hardware and pre-loaded third party software.	We speak your language. No matter where your business goes, we're there with advanced technical support.
Third Party Software Support <sup>5</sup>	Troubleshoot basic, pre-loaded software problems or for advanced issues, we will transfer you to the appropriate software vendor and assist in communicating the issue with the vendor technician.	Save time with a single source solution for hardware and software problems.

### Benefits

- Tech-to-tech support results in fewer repair actions and recurring problems, improving IT effectiveness and lowering direct support costs
- Priority Technical Support makes PC support easy, with consolidated HW and SW support in one simple package
- Employees need to stay connected with operations and offices across the world, however organizations often do not have the resources to provide employees with 24x7 support in every language needed. Priority Technical Support gives them access to help almost anywhere they are.

Lenovo Warranty Service and Priority Technical Support are part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs. For more information on these or other service offerings, please visit: [www.lenovo.com/Warranty/US](http://www.lenovo.com/Warranty/US) and [www.lenovo.com/PriTechSupport/US](http://www.lenovo.com/PriTechSupport/US) or call

**1-866-968-4465**

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(1) Carry-in or mail in service may not be available in all regions. (2) 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. On-site service is available in metropolitan areas only. Next day service is not guaranteed. (3) International Warranty Service is available, but regional differences in service level may apply. (4) Priority Technical Support not available in all regions. (5) Customer must have service contract with software vendor. If customer does not have software agreement, Lenovo will provide courtesy transfer to appropriate toll-free support line. 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](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. ©2012 Lenovo. All rights reserved.