



Lenovo
Premier Support
for Monitors

**Taking the hassle out of
monitor management.
That's smarter.**

**Smarter
technology
for all**

Lenovo

Say goodbye to never-ending phone queues and call center scripts with Lenovo

The Premier Support service you expect for your PCs is now available for monitors.¹ Same phone number. Same elite technical team. Same dedication to fast service:

- Expert, hassle-free support from experienced Lenovo technicians
- All your questions answered— from basic how-tos to advanced troubleshooting
- Proactive problem-solving and case to case escalation management with access to Technical Account Managers

Now with expert support for your ThinkVision Monitors:

- VIP service with next business day Advanced Exchange shipment
- Get up and running sooner with software and app support

FEATURES	Basic Support for Monitors	Premier Support for Monitors
Basic troubleshooting phone support and break-fix hardware repairs	✓	✓
Advanced technical phone support with same dedicated line as Premier Support for systems		✓
Support for popular software, device drivers, and app settings		✓
Next Business Day (Advanced Exchange Delivery) monitor replacement with prioritization over Basic Support		✓
Single point of contact for end-to-end case management		✓

Purchase Premier Support for Monitors on top of Premier Support for Systems

FEATURES	Basic Support for Monitors	Premier Support for Monitors
Unscripted troubleshooting with onshore, Lenovo-badged advanced techs		✓
Single contact for E2E case management		✓
Advanced / remote diagnostic interface		✓
24x7x365 direct tech-to-tech access		✓
NBD shipment and monitor stock prioritization		✓
Help with configuration, including resolution refresh rate, display settings and more		✓
Support on multi-monitor interoperability, connecting to a projector or TV		✓

About Lenovo Premier Support

Premier Support is Lenovo's advanced support solution for business, managing routine support tasks for remote workers and freeing IT to focus on strategic efforts. With Premier Support, you have direct access to elite Lenovo engineers who provide unscripted troubleshooting and comprehensive hardware plus software support and faster first-time resolutions. For more complex issues, Premier Support includes access to Lenovo's Technical Account Management teams for a single-point-of-contact, and end-to-end case management.

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1 - Not available in all markets. Please check with your Lenovo Sales Representative.
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