



SHAPING THE FUTURE

Helping students get ahead faster

Lenovo's comprehensive portfolio of services enable your school to customize the protection and support you need, maximizing the outcome of your IT investment.

FIXED COST SOLUTION FOR ACCIDENT PROTECTION

Essential protection for common accidents not covered under base warranty.

▼ **ACCIDENTAL DAMAGE PROTECTION**

ONSITE CONVENIENCE AND EXTENDED PROTECTION

Flexible extension terms to match refresh cycles and the convenience of onsite repair for maximum PC availability.

▼ **WARRANTY UPGRADES AND EXTENSIONS**

LEARN MORE ABOUT OUR EDUCATION FOCUSED SERVICES PORTFOLIO



ADVANCED LEVEL PHONE SUPPORT

Dedicated 1-800# for hardware and software support from advanced level technicians

▼ **PREMIER SUPPORT**

COVERAGE WHEN YOU NEED IT

Match the needs of your school and your buying cycles

▼ **SCHOOL YEAR WARRANTY**

FAST SYSTEM REPLACEMENTS

Minimize wait time, replacement N23 systems ship overnight

▼ **ADVANCED EXCHANGE**

Accidental Damage Protection



Accidents happen, even to exceptionally engineered PCs, especially when subject to the wear and tear of student use. This type of damage isn't covered by standard warranty terms. It can be expensive to repair and also contributes significantly to unwanted idle time. With a one-time initial investment, Accidental Damage Protection (ADP) provides a fixed-cost, fixed-term solution that saves parents and administrators from the hassle and expense of accidental damage. ADP is available on all Think branded notebooks, tablets and desktops.

What's typically covered?¹

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

OUT OF WARRANTY REPAIR	OUT OF WARRANTY COST
Minor Repairs	\$350 (USD)
Multiple Parts Replacement	\$950
New Display	\$450

Premier Support



Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency. Plus, each case is assigned a consistent point of contact within Lenovo to ensure that your case resolution is professionally managed from start to finish with courteous and consistent communication.

What does Premier Support entail?

- Onshore advanced technical support², weekdays from 7am to 8pm (EST) • Single point of contact for simplified end-to-end case management • Next business day onsite labor³ and parts prioritization • Reporting suite is available quarterly to measure and evaluate service levels and more
- Comprehensive Original Equipment Manufacturer (OEM) software and hardware support.



Warranty extensions and upgrades:

SCHOOL YEAR WARRANTY	Buy hardware and warranties on your own schedule and enjoy warranty coverage throughout the upcoming school year, when it counts the most. Lenovo School Year Warranty is available for Depot Warranty Service, Onsite Warranty Service and Accidental Damage Protection, and it will alleviate your concerns about robust warranty coverage during the school year. School Year Warranty is available on any Lenovo N Series, ThinkPad 11e or ThinkPad 13 laptop.
CARRY-IN OR MAIL-IN SERVICE⁴	Parts and labor repair coverage where the customer is responsible for shipping (including packaging) or delivery to 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 SERVICE⁵	Parts and labor repair coverage where labor is provided onsite at your location. 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.
ADVANCED EXCHANGE	Under warranty, a system is replaced overnight (M-F). You mail your defective system back to Lenovo, prepaid. Reduces wait times, spares, and costs. Available on all N23 laptops.

For a business critical machine like a Lenovo ThinkStation, best-in-class Warranty and Protection Services are essential to ensure maximum productivity, security and uptime.	
4 HOUR ONSITE RESPONSE TIME 9x5	Applies to P Series ThinkStations. 4 hour onsite response time available in a 9x5 service window with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is Monday to Friday, 8am to 5pm.
4 HOUR ONSITE RESPONSE TIME 24x7	Applies to P Series ThinkStations. 4 hour onsite response time available in a 24x7 service window with fast, expert telephone support and onsite field technician support. All internal parts are field technician installed. The response time service window is 24x7, 365 days a year.
TECHNICIAN INSTALLED CUSTOMER REPLACEABLE UNITS	Industry standard on-site warranty coverage for ThinkStation requires customer installation of Customer Replaceable Units (CRUs). Eliminate the headache of replacing internal components

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

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

Sealed Battery Warranty

Lenovo's new generation of ThinkPad notebooks incorporate a battery specifically designed for ultra-thin 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.

Learn more:

Lenovo's Education services are part of a comprehensive portfolio that support the entire lifecycle of your PCs.

For more information, please visit

www.lenovo.com/services

or call:

1-855-253-6686

Keep your drive



Lenovo's Keep Your Drive Service provides a convenient and secure way to retain your drive and confidential data in the unlikely event of a failure. This mitigates civil liability risks and the potential costs associated with data falling into the wrong hands. Keep Your Drive covers multiple failures in a system and multiple drives (some server systems can have as many as 12 drives).

(1) Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity are not covered. (2) Not available in all regions. (3) Post completion of phone-based troubleshooting pre 3 pm local time when onsite upgrade is purchased. (4) Carry-in or mail in service may not be available in all regions. (5) 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. (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. 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 ThinkPlus. Other company, product and service names may be trademarks or service marks of others. ©2017 Lenovo. All rights reserved.