

Warranty Services – PCG (Think)



Service Type	Machine	Service Description	Conditions
Return to Depot (RTD)	Laptop (standard base)	A phone-based troubleshoot – followed by pre-paid package dispatch – for users to return products to the Lenovo Depot for repair	<ul style="list-style-type: none"> Additional faults detected during diagnostic testing = increased repair time Excludes Customer Induced Damage (CID)
Next Business Day (NBD) On-site Response	Desktop (standard base) Laptop (upgrade) Tablet (upgrade)	A phone-based troubleshoot – followed by technician dispatch – usually to attend On-site next business day	<ul style="list-style-type: none"> Attendance subject to parts availability Available: Monday to Friday – 9am to 5pm (local time) Calls logged after 3pm = additional day Require prior notice of location to register service Where location not available – alternative response time TBC Exclusions: Customer Induced Damage (CID)
Keep Your Drive (KYD)	All Machines (upgrade)	On warrantable HDD failure – user can retain old HDD for data retention	<ul style="list-style-type: none"> Only electable at the time of warranty purchase Includes SSD and HDD
Tech Install CRU (TIC)	All Machines (upgrade)	Ensures all 'Customer Replaceable Parts' (CRU) are installed by an On-site technician	<ul style="list-style-type: none"> Excludes accessories and external batteries Must be purchased with NBD On-site response
Sealed Battery Extension (SBE)	Laptop (upgrade)	Warranty extension for sealed batteries	<ul style="list-style-type: none"> Upgrade to RTD or NBD On-site Response Battery replacement determined against Lenovo built-in battery diagnostic
Post Warranty Extension (RTD)	All Machines (upgrade)	A phone-based troubleshoot – followed by pre-paid package dispatch – for users to return products to Lenovo's depot for repair	<ul style="list-style-type: none"> Post warranty upgrades can be purchased up to 30 days prior to the product's original warranty period ending Exclusions: Customer Induced Damage (CID)
Post Warranty Extension On-site	All Machines (upgrade)	A phone-based troubleshoot – followed by technician dispatch – usually to attend On-site next business day	<ul style="list-style-type: none"> Post warranty upgrades can be purchased up to 30 days prior to the product's original warranty period ending Attendance subject to parts availability Available: Monday to Friday – 9am to 5pm (local time) Default – NBD On-site service. Where location is not available, alternative response time TBC Exclusions: Customer Induced Damage (CID)
Ad-hoc Out-of-Warranty Repair Return to Depot (OOW RTD)	All Machines (upgrade)	A phone-based troubleshoot – followed by pre-paid package dispatch – for users to return products to Lenovo's depot for repair	<ul style="list-style-type: none"> Turnaround time dependent on parts availability Additional faults detected during diagnostic testing = increased repair time
Ad-hoc Out-of-Warranty Hardware Repair – On-site Repair	All Machines (upgrade)	A phone-based troubleshoot – followed by technician dispatch – usually to attend On-site next business day	<ul style="list-style-type: none"> Attendance subject to parts availability Available: Monday to Friday – 9am to 5pm (local time)

www.lenovo.com/services_warranty/au/en/

Need support for your Lenovo machine?

Australia 1800 041 267 | New Zealand 0508 770 506 | Email: anz_support@lenovo.com

Warranty Services – Enterprise Business Group (EBG)



Service Type	Machine	Service Description	Conditions
On-site response Uplift	System x® (upgrade) Storage (upgrade) ThinkServer®	A phone-based troubleshoot – followed by technician dispatch – attend On-site in 2 or 4 hours	<ul style="list-style-type: none"> · 2 hour or 4 hour On-site response time can be purchased via a maintenance pack as an uplift from the base standard warranty · 24x7 Call Center Support · 24x7x4 or 24x7x2 hour response time · On-site repair with parts and labour
Next Business Day (NBD) On-site Response	System x (standard base) Storage (standard base) ThinkServer	A phone-based troubleshoot – followed by technician dispatch – attend On-site next business day	<ul style="list-style-type: none"> · Available: Monday to Friday – 9am to 5pm (local time) · 24x7 Call Center Support · 1 or 3-year based on machine type · Many parts are customer replaceable
Hardware Basic Install (HBI) and Hardware Rack and Stack Services	System x (one time)	<p>Once registered, an engineer will be dispatched to do the following:</p> <ul style="list-style-type: none"> · Perform a review of all inventory lists and consignment notes, inspecting hardware for any damage in transit · Complete installation of hardware and associated internal rack cabling · Power on racks, towers and terminals · Update system microcode (VMware® and BIOS) to latest levels · Perform system diagnostics · Remove shipping packaging from installation location to customer disposal point 	<ul style="list-style-type: none"> · Installation services need to be registered in order to schedule a visit by the engineer · Available: Monday to Friday – 9am to 5pm (local time)
Post Warranty Extension On-site	All Machines (upgrade)	A phone-based troubleshoot – followed by technician dispatch – usually to attend On-site on agreed service level	<ul style="list-style-type: none"> · Post warranty upgrades can be purchased before or after warranty has ended via a maintenance pack or maintenance contract · Available: Monday to Friday – 9am to 5pm (local time) · 24x7 Call Center Support · 9x5xNBD, 24x7x4 or 24x7x2 hour response time · On-site repair with parts and labour
Microcode Services	System x (one time)	<p>Once registered, an engineer will be dispatched to do the following:</p> <ul style="list-style-type: none"> · A check of current Microcode level · IBM recommendation of Microcode level to upgrade to · Scheduling and installation of the Microcode updates · Provide one Microcode check, recommendation and installation of updates · Analyse the logs and prepare a recommended action plan 	<ul style="list-style-type: none"> · Microcode Services need to be registered in order to schedule a visit by the engineer · Available: Monday to Friday – 9am to 5pm (local time)
Software Support Services	System x (upgrade) Storage (upgrade)	<p>Lenovo Software Services for Storage includes basic usage, configuration, compatibility and interoperability questions</p> <ul style="list-style-type: none"> · Covers Lenovo Storage, VMware and Linux® 	<ul style="list-style-type: none"> · Software services are supported remotely · Local Business Hours – all severities · Available: Monday to Friday – 9am to 5pm (local time)

shopap.lenovo.com/au/en/news/ibm-server/

Need support for your Lenovo machine?

Australia 131426 | New Zealand 0800 733 222 | Email: eschelpdesk@us.ibm.com