

LENOVO® SERVICES

ONSITE + TECHNICIAN INSTALLATION

OF CUSTOMER REPLACEABLE UNIT PARTS



Did you know that basic system Warranty coverage requires customer replacement of many PC parts and components (CRUs – Customer Replaceable Unit parts)? This is often a great solution for customers with IT staff, a centralised location or those looking for a more cost effective warranty option.

But...with Lenovo Service's Onsite + Technician Installation of CRUs, you can avoid the time and hassle associated with CRU part replacement and have the convenience of onsite installation by a qualified Lenovo Technician. Ideal for remote locations where technical resources are not available or for organisations with inexperienced end-users, Lenovo's Onsite + Technician Installation of CRU's compliments your Onsite Warranty and makes PC parts replacement simple for just pennies more per day.

OFFER

With Lenovo's Onsite Technician Installation of CRUs, all internal components become qualified as Field Replaceable Units (FRUs) with an authorised Lenovo repair technician dispatched onsite to install replacements parts.

Lenovo's Onsite + Technician Installation of CRUs is available for your Think desktops, workstations, servers and All-in-Ones, and comes standard with some notebook Warranty upgrades.

WARRANTY COMPARISON

Standard Onsite Warranty

- Self-Service replacement for many parts (e.g., memory modules, optical drive, power supply, fan assembly, hard disk drive, etc.)

Onsite + Tech Install of CRUs

- Full-service solution – Onsite technician dispatched for ALL internal parts

BENEFITS

- Frees your IT staff from installing internal parts so that they have more time to deal with mission critical business
- Lenovo assumes responsibility for installing ALL internal parts for eligible machines
 - » Especially useful in situations where no technical resource is readily available onsite (e.g. branch, remote and store locales)
- Consistent, best-in-class quality of Lenovo Qualified Parts and Lenovo Qualified Technicians ensures the ongoing value of your product

Lenovo Onsite + Tech Install of CRU is part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs. This service is available for Think desktops, workstations, notebooks and all-in-ones. For more information on this or other service offerings, please contact your Lenovo Sales Representative or visit: www.lenovo.com.au/services or call

1300 557 073

KEY:

CRU - Customer Replaceable Unit. The customer is responsible for replacement of PC parts and components.

FRU - Field Replaceable Unit. An authorised Lenovo repair technician is dispatched onsite to install replacements parts.