



## LENOVO® SERVICES FOR SMALL AND MEDIUM BUSINESS

**lenovo**® **FOR**  
**THOSE**  
**WHO DO.**<sup>TM</sup>

Lenovo® offers a comprehensive portfolio of award-winning services designed specifically to meet the needs of your small or medium sized business. We partner with you to provide a single source solution to protect and support your Lenovo assets throughout their lifecycle. Lenovo Certified Technicians know our systems better than anyone else and use Lenovo Qualified replacement parts to ensure the quality and durability you've come to expect from Lenovo. Leave your IT service needs to the experts so you can concentrate on growing your business. Valuable services with fixed-term, fixed-cost solutions fit within your budget and allow you to accurately predict IT service budgets for the year. We'll help minimize your downtime so you can get down to business!

### WHY LENOVO?

- No one knows our products like we do. The best products deserve the best service
  - 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
- Lenovo's call answer times and call hold times consistently average less than 1 minute everywhere in the world
- Lenovo only closes a case when the issue is resolved and delivered to the customer. Competitors are unable to make a similar claim

### WARRANTY EXTENSIONS AND UPGRADES

Lenovo® offers a wide range of warranty options for your Think or Idea 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<sup>1</sup>.

**Warranty Extensions** - available for periods of up to five years (depending on your system). Match coverage terms to refresh cycles to extend the lives of your PCs and get the most out of your PC investment.

**Warranty Upgrades** - Need to get back to work as quickly as possible? We offer various Warranty Upgrades that provide different response times and levels of service to match your critical support needs and minimize downtime.

### FLEXIBLE OPTIONS

#### 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

- Parts and labor repair coverage where labor is provided onsite at your place of business or home<sup>2</sup>
- Onsite + Tech Install of CRUs (Customer Replaceable Unit Parts)
  - Broadens coverage to include onsite technician installation of CRU parts

### BENEFITS

- Increase uptime and productivity, enabling you to concentrate on customers
- Match service coverage duration with the expected lifecycle of your PCs
- Minimize unplanned operating and maintenance expenses
- Onsite delivers convenience of service at your place of business

## ACCIDENTAL DAMAGE PROTECTION (ADP)

The world is your office, and accidents can happen in a highly mobile world. Lenovo's ADP Service covers accidents beyond the system warranty and protects your PC from non-warranted operational or structural failures incurred under normal operating conditions. With a single, predictable upfront investment, you can decrease downtime, increase productivity, and accurately predict and budget service costs for the year.



WHAT'S COVERED?	WHAT'S NOT COVERED?
<ul style="list-style-type: none"> <li>Operational or structural failures under normal operating conditions or handling</li> <li>Minor liquid spills</li> <li>Unintentional drops and bumps</li> <li>Damage from electrical surges</li> <li>LCD screen failure</li> </ul>	<ul style="list-style-type: none"> <li>Cosmetic damage and damage from intentional misuse</li> <li>Damage due to unsuitable operating environment or improper maintenance</li> <li>Theft or loss</li> <li>External peripherals, consumable parts (i.e. batteries), removable or alteration of parts, accessories, keyboards, mice, printers, scanners, external power supplies and stylus</li> <li>Third-party products (even if sold by Lenovo®)</li> </ul>

### BENEFITS

- Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated
- International repair centers with in-country language support for coverage when and where you need it
- Based on a sample of Lenovo claims, ADP can save, on average, 28%<sup>3</sup> versus the typical cost of notebook repair, and 75–80% for Tablets

- Typical replacement costs for commonly damaged components

System Board up to \$500	DVD Drive \$200	Display \$450
Hard Disk Drive \$300	Damaged tablet \$250 for minor repairs and up to \$600 for replacement of multiple parts	

## SEALED BATTERY WARRANTY EXTENSION

Lenovo's new generation of ultrathin notebooks reflect the style and superiority you look for in a PC. The ThinkPad® T430u, ThinkPad Edge S Series and X1 2<sup>nd</sup> Generation<sup>4</sup> will incorporate a non-customer replaceable unit (non-CRU) battery specifically designed for ultra-thin products. With a non-CRU battery, replacement involves depot or onsite servicing by a trained technician. Protect your investment and minimize system unavailability by extending the 1-year base battery warranty to a 3-year Sealed Battery Warranty<sup>5</sup> (available with any 3-year system warranty extension).

### BENEFITS

- Low upfront cost is significantly less than that of a replacement not covered by an extension policy
- Combined with onsite service, a 3-year Sealed Battery Warranty will prevent the hassles and frustrations of system unavailability
- Be assured of an effective and efficient battery replacement with Lenovo certified technicians

## KEEP YOUR DRIVE SERVICE (KYD)<sup>6</sup>

Securing business data is essential to any business' success. Data needs to be kept confidential, protected and compliant with retention and privacy policies. Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo. Lenovo's Keep Your Drive Service allows you to keep your drive, improving data security and potentially alleviating civil liability risks associated with data breach.

### BENEFITS

- Peace of mind to know that your customer, business and personal data is secure
- Avoid the legal and monetary repercussions associated with a breach in data security, especially for sensitive customer-level data
- Eliminates the need for tracking failed drives in transit and the associated paperwork, giving you time to concentrate on business growth
- KYD covers multiple drives in a system and multiple failures (some server systems can have as many as 12 hard drives)

## PRIORITY TECHNICAL SUPPORT<sup>1</sup>

No IT resources onsite? Lenovo's Priority Technical Support can help. 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. You get faster problem resolution of PC problems, with low predictable pricing that helps manage overhead costs.

### HERE'S THE SUPPORT YOU CAN EXPECT

- 24x7 local language phone support
- Direct access to advanced level technicians on the first call
- Priority call routing with calls typically answered under one minute
- Escalation management process to resolve issues quickly
- Electronic service call tracking system for large accounts, for better issue management and closure
- Third-party software support

### BENEFITS

- Bypass basic troubleshooting so you can get back to work
- IT expertise at your fingertips 24x7
- Experience shorter hold times, reduced repair times and higher first time fix rates
- Consolidated software and hardware support

Lenovo offers a comprehensive portfolio of award-winning services that support the entire lifecycle of your Think, or Idea branded PCs. For more information on these service offerings, please visit <http://www.lenovo.com/services> or call

**1-855-253-686**

**Lenovo Services.**

(1) Regional differences in service level may apply. (2) 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. Onsite service is available in metropolitan areas only. (3) Based on internal Lenovo repair claims. (4) Hardware availability varies by region. (5) Batteries degrade over time and variables such as temperature, usage and time affect battery life. (6) KYD Service available on ThinkPad and ThinkPad Edge only. 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 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.