

LENOVO® SERVICES FOR YOUR THINKPAD® TABLET ASSURE TOTAL PEACE OF MIND.



Your ThinkPad Tablet is optimized to deliver the best of performance, and is the only tablet in the market to offer a full portfolio of enterprise level services. With Lenovo Services, your tablet can be configured to meet the unique needs of your business. You'll do more with services that enhance security, asset tracking and control. Lenovo offers a single-source solution with global coverage and reliable, product specific expertise that your organization can rely on.

What We Offer	Details	Benefits
Warranty Extensions	2 or 3 Years Mail-in Depot/Carry-in	Protection beyond the base warranty
Warranty Upgrades	1, 2 or 3 Years Onsite Service (where available)	Convenience of repair at your place of business
Accidental Damage Protection ¹	1, 2 or 3 Years Accidental Damage Protection (where available)	Protect your budget and investment against non-warranted accidental damage
Priority Technical Support	1, 2 or 3 Years of Priority Technical Support (where available)	Fast, direct access to advanced technical support with Android™ expertise
Transition Services	Zero Touch Provisioning, Imaging and Asset Tagging	Custom, secure, easy deployment

Advantages:

- The convenience of onsite support (where available) significantly minimizing downtime
- Warranty extensions up to three years versus one year default for most tablet manufacturers
- Priority Technical Support that provides business customers direct access to Lenovo Android™ experts without having to go through a normal consumer tech support queue
- Lenovo Imaging for Android™ provides customization and security settings for each tablet, prior to deployment, saving you time and money
- Asset Tagging services at the factory—have immediate control of your tablet assets from day one

Onsite Service²

Parts and labor repair coverage where labor is provided onsite at your place of business.

- If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone or through a customer replaceable part, repair will be made onsite

International Warranty Service (IWS)³

PC repair coverage for customers who require a critical warranty repair while traveling internationally.

- www.lenovo.com/internationalwarranty

Warranty Extensions and Upgrades

Protect your investment beyond the base warranty by matching your warranty term to the intended lifespan of your ThinkPad Tablet. Warranty Extensions are available for periods of two or three years (total duration), beginning with the initial warranty start date.

A warranty upgrade gives you access to higher levels of service and response, such as onsite repair.



Accidental Damage Protection For Non-Warranted Damage

Protect your tablet beyond the system's base warranty from non-warranted operational or structural failures due to unexpected or accidental damage. ADP offers significant savings relative to the typical cost of repair, enabling you to protect your budget and accurately predict service costs for the year.

Out of Warranty Repair	Cost
Minor Repairs	\$350 (USD)
Multiple Parts Replacement	\$950
New Tablet	\$470 – \$680

- ADP is a depot delivered service. Repairs are performed at a Lenovo Certified repair center, by Lenovo technicians, using Lenovo Qualified Parts.

What's Typically Covered?

Accidental drops, spills, bumps, and structural failures incurred under normal operating conditions or handling, electrical surges and damage to the integrated LCD screen.

Examples:

- Your tablet accidentally slips off the table and the integrated screen cracks
- An electrical surge causes significant damage to your tablet during a lightning storm
- Coffee spills on the tablet and the extent of damage is unknown

What's Not Covered?

Cosmetic damage, theft, equipment loss or failures due to usage outside of normal operating conditions. Any data loss or interruption of business. Damage to peripherals or third-party products, even if sold by Lenovo.



Examples:

- The outer case cracks but your system still operates effectively
- You've left your PC behind on the subway
- The system is used in the rain, and you lose an entire day of productivity because your tablet no longer functions

Priority Technical Support Faster Access To Advanced Technicians

Priority Technical Support⁴ provides ThinkPad Tablet users or IT staff direct access to the right level of support on the first call, making your priority our priority. You'll get Lenovo's award-winning service capabilities with faster access to advanced technicians experienced in the unique support needs of tablets. Priority Technical Support saves time with improved first time fix rates, and reduced downtime, increasing end-user satisfaction and helpdesk productivity, while managing overhead costs.

Priority Technical Support

Service	Description	Benefits
Priority Call Routing to Advanced Technicians	Dedicated phone number. Calls routed directly to advanced technicians	Faster response, usually under 1 minute. You get to the front of the call queue and have immediate access to advanced tech support
24x7 Telephone Tech-to-Tech Support	Advanced technicians available 24x7, trained to solve critical support issues	Available when you need us
Web-based Call Tracking	Web-based tool to track service calls through to resolution	Reduce administration time. Identify root causes and develop remedial action plans. Powerful knowledge to help you drive your business
Escalation Management	Escalation process for high impact or complex PC problems	Manage problems from diagnostics to closure. Provides peace of mind and end-user satisfaction
Local Language Support	24x7 local language support on Lenovo hardware and pre-loaded third-party software	We speak your language. No matter where your business goes, we're there with advanced technical support
Third-party Software Support ⁵	Troubleshoot basic, pre-loaded software problems or for advanced issues, we will transfer you to the appropriate software vendor and assist in communicating the issue with the vendor technician	Save time with a single source solution for hardware and software problems

Transition Services Customization, Security and Asset Tagging

Tablets need customization before they are ready for business use. Lenovo's unique Transition Services give you the customization, security and tracking ability you need to effectively integrate tablets into your organization. We offer a single source solution that can help you increase productivity and achieve enterprise-level security, while saving your organization time and money.

IMAGING TECHNOLOGY CENTER ADVANTAGE

EXPERIENCE	TIME IS MONEY	PRODUCTIVITY AND SECURITY
<ul style="list-style-type: none"> • 3,000+ customers, 8 million images • Dedicated engineer per account 	<ul style="list-style-type: none"> • Utilize Lenovo Android™ experts versus hiring your own internal resources. Android™ developers are expensive • Development takes away from end-user productivity and developer app creation time 	<ul style="list-style-type: none"> • Your security settings are enabled right out-of-the-box—before an end-user can compromise them • End-user self-deployment reduces consistency and increases support costs • Android™ and Windows® expertise on the same team with a direct link to Google® Developers

ASSET TAGGING

Asset Tagging Services, done in production, enable you to streamline deployment, saving time and reducing the risk of loss or theft of valuable technology assets.

Capabilities

- Professional/flexible asset tag – abrasion/wear resistant
- UL and CSA Certified materials
- 9 different label sizes to choose from
- Customer specified unique asset tag number ranges
- Lenovo provided list of serial numbers
- Customer defined text ranges (organization name, phone number, etc.)
- Optional purchase order number
- QR Codes and
- IUID numbers

Benefits

- Assets are under management from day one
- Optional barcodes allow for very quick and accurate tracking
- Saves time and reduces loss or theft of valuable technology assets



Lenovo Services

ThinkPad Tablet services are part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs. For more information on these, or other service offerings, please visit www.lenovo.com/ThinkPadTablet/US

1-855-253-6686

lenovo.com

