

lenovo® FOR
THOSE
WHO DO.

LENOVO® WARRANTY SERVICES PROTECT YOUR INVESTMENT

LENOVO'S PORTFOLIO OF WARRANTY SERVICES PROTECTS YOUR INVESTMENTS WHILE HELPING REALIZE YOUR OBJECTIVES FOR COST EFFICIENCY, IMPROVED SERVICE LEVELS AND END-USER SATISFACTION.

COST SAVINGS

Minimize unplanned operating and maintenance expenses.

INCREASE UPTIME AND PRODUCTIVITY

Convenient Onsite and Expedited Depot options.

GLOBAL COVERAGE

Consistent service levels for multi-national organizations, with in-region and local-language support.

CUSTOMIZE TO YOUR NEEDS

Lenovo's flexible warranty options are designed to fit the varying needs within an organization. Match service coverage duration with the expected lifecycle of your PCs.



WARRANTY EXTENSIONS AND UPGRADES

Lenovo® offers a wide range of warranty options for your PCs, 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.

- Warranty Extensions are available for periods of up to five years (depending on your system) giving you a fixed-term, fixed-cost service solution that enables you to accurately budget for equipment expenses
- Warranty Upgrades allow you to vary response time and level of service to match your critical support needs

Depending on the initial base warranty of the system, service plans are available with the following service levels:

SERVICE LEVEL	DESCRIPTION
Carry-in or Mail-in Service ¹	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.
Expedited Depot ²	Parts and labor coverage with expedited turnaround. Shipping (including packaging) or delivery to the repair center is paid for by Lenovo.
Onsite/In-Home Service ³	Parts and labor repair coverage where labor is provided onsite at your place of business. <ul style="list-style-type: none"> • 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.
International Warranty Service (IWS) ⁴	PC repair coverage for customers who require a critical warranty repair while travelling internationally www.lenovo.com/internationalwarranty

Additional Service level upgrades may be available in specific countries for a given Lenovo system. Special arrangements are possible upon request.

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

With a base 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® notebooks⁵ 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.



Lenovo Warranty Services are part of a comprehensive portfolio that supports the entire lifecycle of your PCs. For more information on this, or other service offerings, please visit: www.lenovo.com/warranty/US

1-855-253-6686

Lenovo Services

(1) Carry-in or mail in service may not be available in all regions. (2) Not available in all regions. (3) 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. (4) International Warranty Service is available, but regional differences in service level may apply. (5) Hardware availability varies by region. (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, For Those Who Do and ThinkPlus. Other company, product and service name may be trademarks or service marks of others. ©2015 Lenovo. All rights reserved.