

ThinkPlus Post-Warranty Maintenance Services

Supported Products List
July 13, 2005

ThinkPlus

Post-Warranty Maintenance Services

Overview

- 1 or 2-year maintenance agreement for post-warranty hardware service — including parts and labor.
- Simple, cost-effective way to add maintenance services and enhance the availability of your Lenovo equipment.
- Choice of service levels, ranging from depot to 24x7 service.
- Telephone access to technical support specialists 7 days a week, 24 hours a day.
 - Expert problem determination over the phone, that can resolve up to 30 percent of service calls on the spot.
- To purchase a MA ThinkPlus[®], visit:

www.thinkpad.com/thinkplus/warranty

ThinkPlus post-warranty maintenance or warranty service upgrade?

Which service coverage is right for me?

- If you have an Lenovo machine that is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ThinkPlus) is right for you.
- If you have an Lenovo machine that is still within its original warranty period, then you can upgrade your service with a ThinkPlus WSU.
 - For details, visit: www.thinkpad.com/thinkplus/warranty

Purchase eligibility

- **MA ThinkPlus may be added to a machine...**
 - ✓ Having no present service coverage (not under warranty, no warranty service upgrade)*.
 - ✓ Prior to expiration of a current ThinkPlus WSU.
 - ✓ Prior to expiration of a current MA ThinkPlus.
 - MA ThinkPlus will not automatically renew upon expiration. To continue service, additional purchase and activation is required. The term will then be extended either one or two years (depending on length purchased) from the current MA ThinkPlus end date at the requested level of service. Service will not take effect until the the current MA ThinkPlus expires.

* Lenovo reserves the right to inspect any machine not under current service to verify that the machine meets acceptance criteria.

Types of service*

Lenovo onsite service for select repairs (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your failed equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
Lenovo onsite exchange (IOE)	A service technician will come to your location with a replacement machine and perform the equipment exchange.
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your failed machine. Lenovo will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by Lenovo.

Service response* times

24x7x4 hour	A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including Lenovo holidays.
9x5x4 hour	A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding Lenovo holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For noncritical service requests, a service technician will arrive by the end of the following business day.
9x5 next business day	A service technician is scheduled to arrive at your location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding Lenovo holidays.

* Lenovo's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service option availability by hardware type

Lenovo's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service Options ¹	Lenovo Hardware Type		
	Notebooks	Desktops & Workstations	Monitors
<i>Repair Options (IOR = Lenovo onsite repair)</i>			
IOR 24x7x4 hour	----	1 or 2 years	----
IOR 9x5x4 hour	----	1 or 2 years	----
IOR 9x5/next business day	1 or 2 years	1 or 2 years	----
EasyServ depot repair	1 or 2 years	----	----
<i>Exchange Options (IOE = Lenovo onsite exchange)</i>			
IOE 24x7x4 hour	----	----	1 or 2 years
IOE 9x5x4 hour	----	----	----
IOE 9x5/next business day	----	----	1 or 2 years
EasyServ exchange	----	----	----

¹ Service options may vary by machine type and/or model.

Limitations of service

- Maintenance agreements for post-warranty hardware service will not automatically renew.
- Service cannot be prorated, refunded or transferred.
- ThinkPlus **MUST BE ACTIVATED** after purchase in order to use the service. To activate service, visit **www.thinkpad.com/thinkplus/warranty**. Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- Services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. If the machine problem turns out to be a Customer Replaceable Unit (CRU), Lenovo will express ship the part to you for quick replacement. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached machine.
- For ThinkPad® notebooks requiring LCD or other component replacement, Lenovo may choose to perform service at the depot repair center.
- Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.
- Lenovo performs hardware problem determination to the component level. For non-Lenovo components the customer must provide the replacement part and Lenovo will provide the labor to replace it. If Lenovo has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- MA ThinkPlus can only be ordered for machines that were released and purchased in the United States.
- MA ThinkPlus is available only for the machines listed in the supported products list.

International service for Lenovo ThinkPad notebooks

- When you travel and work internationally, you want to feel secure that service for your ThinkPad notebook is available wherever your business takes you. If you have purchased a warranty service upgrade or maintenance agreement from Lenovo, international service is now available to you in all countries where ThinkPad notebooks are serviced by Lenovo. This additional coverage is provided, at no additional charge, as part of all current or new Lenovo maintenance agreements.
- You must register with Lenovo to be eligible for international coverage by calling one of our four registration offices listed below. If you have purchased an Lenovo ThinkPlus for Warranty and Maintenance Options, you can register for international service for your ThinkPad notebook. Lenovo will send you a registration package that contains a service entitlement certificate and a list of telephone numbers to call when you require service abroad.
- Please note that this service is intended to cover US customers traveling abroad and is not intended for export or for coverage of ThinkPads permanently relocated to a country outside of the US. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

United States 1-800-497-7426

Japan (81) 462-73-7598

Australia (61) 2-9354-4171

Scotland (44) 1475-893638

- You should be prepared to provide the following information to register for this service:
 - ✓ Customer/Company name, address, country of service purchase, machine type, model and serial number, original date of ThinkPad notebook purchase, proof of service purchase

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ThinkPlus Part Number	List Price
Notebooks					
ThinkPad A30, A31, A31p, G40, G41, G41 Express, i Series™ 1200, i Series 1300, i Series 1400, i Series 1500, i Series 1700, Mini-Dock, R30, R31, R32, R40, R50e, R50, R50p, R51, R52, T20, T21, T22, T23, T30, T40, T40p, T41, T41p, T42, T43, T43p, Express T43, Express T43p, TransNote, X20, X21, X22, X23, X24, X30, X31, X41	1829, 1830, 1831, 1832, 1833, 1834, 1836, 1842, 1846, 1847, 1848, 1849, 1850, 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1870, 1871, 1872, 1875, 1876, 1958, 2366, 2367, 2369, 2370, 2371, 2372, 2373, 2374, 2378, 2379, 2382, 2386, 2388, 2389, 2525, 2526, 2527, 2528, 2647, 2652, 2653, 2654, 2668, 2669, 2673, 2686, 2687, 2723, 2724, 2881, 2882, 2883, 2884 , 2885 , 2886, 2887, 2888, 2889	All	1 YR depot repair 1 YR IOR 9x5/next day 2 YR depot repair 2 YR IOR 9x5/next day	41C9278 41C9279 41C9280 41C9281	\$169 \$199 \$321 \$388

[Updates are indicated in blue and underlined](#) * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Prices provided in this document are for informational purposes only and are subject to change. Lenovo's official pricing is provided through Lenovo product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ThinkPlus Part Number	List Price
Desktops					
NetVista A22p, A30, A40, A40i, A40p, A50, A50p, A51, A51p, A60, A60i, M41, M42, S40, S40P, S42, X40, X41	6792, 6794, 8113 , 8114 , 8115 , 8215 , 9210 , 9211 , 8124, 8133, 8135, 8138, 8141, 8142, 8143, 8144, 8145, 8146, 8147, 8149, 8171, 8172, 8173, 8177, 8183, 8184, 8185, 8187, 8188, 8189, 8191, 8193, 8194, 8301, 8303, 8304, 8305, 8307, 8310, 8319, 8320, 8417, 8419, 8420, 8422, 8424	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour 2 YR IOR 24x7x4 hour	41C9282 41C9283 41C9284 41C9285 41C9286 41C9287	\$99 \$135 \$149 \$188 \$257 \$283
ThinkCentre™ A30, A50, A50p, A51, A51p, M50, M51, M52 , S50, S51					
ThinkCentre A52	8153 , 8155 , 8158 , 8168	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour	41C9288 41C9289 41C9290 41C9291	\$80 \$108 \$152 \$205
NetVista Think Centre A30, A50p, A51p	8148, 8195, 8199, 8311, 8423, 8427, 8131, 8122, 8425	All	1 YR IOR 9x5/next day 1 YR IOR 9x5x4 hour 2 YR IOR 9x5/next day 2 YR IOR 9x5x4 hour	41C9288 41C9289 41C9290 41C9291	\$80 \$108 \$152 \$205

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Monitors					
ThinkVisionL190p	2704	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9310 41C9311 41C9330 41C9331	\$360 \$540 \$684 \$1,026
ThinkVision L200p	6736	HB0 HC9			
ThinkVisionL190	9329	AB9			
ThinkVisionL191p	9419	HB7			
E54	6331	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9292 41C9293 41C9314 41C9315	\$59 \$89 \$112 \$169
G72, G74	6547	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9296 41C9297 41C9316 41C9317	\$200 \$300 \$380 \$570

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Equipment Type	Machine Type	Model Number*	Service Description	ThinkPlus Part Number	List Price
E74, E74M	6332, 6517	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9300	\$69
G78	6627	All		41C9301	\$104
P76	6550	All		41C9320	\$131
P77	6639	All		41C9321	\$198
ThinkVision™ C170	6737	All			
TFT Flat Panel	9514	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9302	\$130
T54	9511	AG1 AG4 AW1 AW4 HG2 HW2		41C9303	\$195
T55A, T55D	9513	All		41C9322	\$247
ThinkVision L150, L150p	6636, 9418	AB1 AC1 AK1 AW1 HB1 HK1		41C9323	\$371
T560	6656	All			
T56A	9493	All			
TFT	6653	All			
TFT Flat Panel	9512	All			

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T54	9511	TG1 TW1	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9308 41C9309 41C9326 41C9327	\$260 \$390 \$494 \$741
T74A	9495	AG1 AW1			
T84	6658	HG2 HW2			
L180p	9180	HB9			
ThinkVision 171p	9417	All			
T86	9497	AG1 AG6 AW1 AW6 DG0			
T860	9494	HB0 HBN HW0 HWN			
TFT	6657	HG2 HW2			
ThinkVision L170, L170p	6734, 9818	AB0 ACO AK0 HB0 HK0 LB1			

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E94, G97	6634	All	1 YR IOE 9x5/next day 1 YR IOE 24x7x4 hour 2 YR IOE 9x5/next day 2 YR IOE 24x7x4 hour	41C9304	\$79
G94, G96	6549	All		41C9305	\$119
P77	6651	All		41C9324	\$150
P96	6551	All		41C9325	\$226
ThinkVision C190	6739	All			
C220p	6735	All		41C9306	\$89
P275	6652	All	41C9307	\$134	
			41C9318	\$169	
			41C9319	\$255	

Eligible machine types, models and features are subject to change without notice.

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