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# LENOVO SERVICES

The current custom systems we have for the Intel Hybrid Cloud (TS130 1100-A16 & 1100-A17) program are set up with 3 year, on-site, Next Business Day BASE warranty.

## Additional warranty options:

### TS130 with 3-year BASE warranty

LOR = Lenovo Onsite Repair

#### 3-year ThinkPlus Priority Support

45K4060

Matches the Base warranty term of 3 Years

- 24x7x365 Phone support with priority routing and direct access to advanced level technicians for *faster* resolution
- Web-based tools to initiate tickets, track and report from initiation through to resolution

#### 3-year ThinkPlus Priority Support with HDDR

45K5443

Matches the Base warranty term of 3 years and includes ThinkPlus Priority Support with Hard Disk Drive Retention

- 24x7x365 Phone support with priority routing and direct access to advanced level technicians
- Web-based tools to initiate tickets, track and report from initiation through to resolution
- Hard Disk Drive Retention (HDDR), is the lowest-cost data security strategy you can implement today. Should a hard drive fail, a replacement hard drive will be sent without requiring that the defective drive be returned. This enables Customers to maintain custody of their data within their control at all times.

#### 3-year ThinkPlus Productivity, TS130

45K4086

ThinkPlus Productivity

- ThinkPlus Priority Support provides direct access to advanced level technicians for *faster* resolution
- Online Training, Understanding Lenovo Servers
- One-time hardware installation

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## UPGRADES

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### Warranty Upgrades

4-year LOR 9x5 Next Business Day 51J0727

5-year LOR 9x5 Next Business Day 51J0729

### VALUE-ADD RECOMMENDED

4 year ThinkPlus Priority Support 0A34414

5 year ThinkPlus Priority Support 0A34415

[http://www.lenovo.com/services\\_warranty/us/en/index.html](http://www.lenovo.com/services_warranty/us/en/index.html) for additional information

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## Frequently asked questions:

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### What is the response time if my system says “onsite” for base warranty?

The 3 Year Onsite Base Warranty standard on our desktops is next business day. Customer must call in, report their issue, open a ticket and have the need for a technician to be dispatched (after problem determination) by 1pm to allow for scheduling of a technician to the customer’s location the next business day. Please note the next business day response time is for the majority of areas, there are some remote areas that are exceptions but these are limited.

### **What is not covered by warranty?**

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-Lenovo devices, are not covered by this service. The following are excluded from warranty coverage.

Items not eligible for warranty replacement or reimbursement include:

- Physical damage as the result of abuse (i.e. cracks due to mishandling, damaged LCD's, and spills)
- Cosmetic repairs; including those associated with end of lease (i.e. normal wear & tear, scratches, missing parts)
- Repairs associated with non-Lenovo options, adapters and memory
- Software problems & updates including the operating system, application programs, firmware & BIOS
- Installation, configuration and setup
- Running diagnostics if no hardware problem is found
- Telephone support and customer training

### **What is an Approved Service Provider (ASP)?**

Lenovo has a network of service partners that are our service solution providers. These Approved Service Providers (ASPs) act as the total solution provider to the customer. These ASPs undergo training and certification prior to being included as an ASP. These providers have the skilled resources to service and repair Lenovo systems.

### **What is a customer replaceable unit?**

A customer replaceable unit (CRU) is a part deemed as easily replaceable by an end user. When calling for service technicians determine if a system can be repaired by easily swapping out a damaged part. If the damaged part is easily replaceable such as memory, disk drives, or CD ROMs then the customer will be sent the replacement parts with instructions on swapping them with the damaged parts. If the part is identified as returnable the customer must return the damaged part. Mailing labels are provided at no cost. The customer may contact the Approved Service Provider who may drop ship a CRU part to them. If the CRU is sent by the Approved Service Provider the ASP is responsible to ensure the part is returned. If it is determined that the damage to the system requires more complex repair then the customer will be advised to have the system repaired by an Approved Service Provider or a Lenovo Approved Repair Center (depot) as described above.

### **If a CRU part is sent to the customer, do they have to send the old part back?**

In cases where Customer Replaceable units are shipped to resolve a problem, the Customer is responsible for returning the defective part within 30 days. In the event Lenovo does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by Lenovo. Hard drives are CRUs and customers can purchase hard drive retention to purchase the rights to retain the hard drive. The purchase price of hard drive retention is less (typically 35-50% less than the cost to retain the hard drive after a replacement has been required).

### **What if I want to add additional options, such as memory, to the system – how does this affect the warranty?**

When adding Lenovo options such as memory or hard drives to the Lenovo server, it takes on the warranty of the server itself. We always recommend Lenovo option parts since we know they are tested and certified to meet our rigid requirements. If non-Lenovo options are added, they must be removed prior to receiving any support on the system.

### **My customer requires same-day or 4 hour response – can I get this as a warranty option?**

4-Hour response time is available as a customized solution, based on the final location of the server(s). We first need to identify Customer location(s) by City and Zip Code to ensure that we have the parts inventory levels necessary to support 4-hour response times.