

IBM ThinkPad US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

IBM ServicePac for Warranty and Maintenance Options

With IBM ServicePac for Warranty and Maintenance Options, you can upgrade the service included with your hardware's original warranty. Choose the right package with the service response time that's right for you, with coverage for parts and labor.

We provide a range of service levels based on your specific product type. Choose the level that best meets your service need. Service must be purchased during the original product warranty period, and your service term begins concurrent with the product warranty.

IBM ServicePac services are:

- Easy to use
- Affordable
- Available in convenient configurations

Service options meet your needs

To select the ServicePac that's right for you, from the table below simply...

1. Select the Machine Name, Type and Model Number that matches the system for which you'd like to upgrade the warranty service
2. Choose the Service Level* that meets your service needs
3. Contact your IBM Business Partner to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
ThinkPad A20m	2628	11U 12U 14U 1AU 1CU 1TU 1UU 1VU 21U 22U 24U 2DU 2TU 31U 32U 3AU 3CU 3SU 3TU 3UU 3VU 41U 42U 4AU 4CU 4LU 4SU 4TU 4UU 4VU 4WU 4XU NC3 NC5 QCU UN2 WF1 WF2 WF3	1 YR onsite 9x5/next day	30L9188	\$49	1 year parts and labor
			2 YR onsite 9x5/next day	30L9189	\$197	Depot repair service
ThinkPad 240	2609	21U 31U 41U 51U 52U 61U 62U MSU				
ThinkPad 310	2600	50U BOU	3 YR onsite 9x5/next day	30L9195	\$345	
ThinkPad 365	2625	1E9 203 205 2E9 2R9 3E9 3R9 4E9 4EZ 4R9 6E3 6E7 7E7 A05 DEE DEF EEF ERF FE9 FR9 GE9 GR9 W11 W12 W14 W9A W9G	2 YR depot	30L9191	\$99	
			3 YR depot	30L9192	\$198	
ThinkPad 380, 385	2635	10U 2AU 2EU 3AU 3EU 40U 5AU 5EU 6AU 6EU 7AU 8AU 8E4 8EU 9AU 9E4 9EU A10 A11 A12 AA1 AA2 AA3 AA4 AA5 AA6 AA7 AA8 AA9 AAU BAA BAB BAC BAU BBA BBB BBC DEU EAU FAU HBU HGU JBU JCU JGU LEU				
ThinkPad 390, 390E	2626	20U 50U 70U 90U A0U AAA AAB AAC AAD ABA ABB ABC ABD ABU B0U C0U D0U DC1 E0U ENU FIU F0U H0U HNU J0U JNU L0U L2U LNU M0U MNU N1V				
ThinkPad 560	2640	10U 20U 30U 32U 40U 42U 45U 50A 50C 60U 70U 85U 90U 91U B0U B1U E0A E0C F0D F0E F0G				
ThinkPad i Series 1200	1161	210 230 250 260				
ThinkPad i Series 1300	1171	310 320 330 340 370 NMU				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
ThinkPad i Series 1400, 1500	2611	410 411 412 450 451 452 472 512 552	1 YR onsite 9x5/next day	30L9188	\$49	1 year parts and labor
	2621	400 420 421 422 42U 441 442 460 46U 480 482 483 48U 492 4E2 540 541 560				
ThinkPad i Series 1500	2651	542 562 592	2 YR onsite 9x5/next day	30L9189	\$197	Depot repair service
ThinkPad i Series 1720	2627	720 721	3 YR onsite 9x5/next day	30L9195	\$345	
ThinkPad Dock	2631**	10U				
SelectaDock I, II, III	3547	001 002 003 J03	2 YR depot	30L9191	\$99	** CCE, mail in
			3 YR depot	30L9192	\$198	
ThinkPad A20p	2629	61U 62U 6AU 6CU 6RU 6SU 6TU 6UU 6VU	2 YR onsite 9x5/next day	30L9190	\$98	3 years parts and labor
ThinkPad T20	2647	21U 24U 31U 41U 44U 46U 52U 55U 61U 64U 81U 84U 86U 92U 95U BY1 BY2 BY3	3 YR onsite 9x5/next day	30L9197	\$147	Depot repair service
ThinkPad 570	2644	1AU 2AU 3AU 1BU 3BU 5AU 5BU 6AU 6BU A1U A3U AM2 AX1 AX2				
ThinkPad 600	2645	21U 31U 32U 35U 3AU 3DU 3EU 41U 42U 45U 4AU 4B1 4BU 4EU 51U 55U 5AU 5BU 5EU 5FU 5GU 5JU 7EU 85U 8AU 8B1 8BU 8EU 8PU 9EU 9FU A1U A31 A5U AAA AAB AAC AAD AAE AAF AAU AB1 ABA ABB ABC ABD ABE ABF AD1 AHU AM1 AMJ APU ARU ASU AX1 AX2 BAA BAB BAC BAD BAE BAF BAG BAH BAJ BAU BBA BBB BBC BBD BBE BBF BBG BBH BBJ CAA CAB CAC CAD CAE CAF CAG CAH CAJ CBA CBB CBC CBD CBE CBF CBG CBH CBI CBJ CBK CBL CBM CBN CBO CBP CBQ CBR CBS CCA CCB CCC CCD CCE CCF CCG CCH CCI CCJ CCK CE1 CMU D4G D4U DAA DAB DAC DAD DAE DAF DAG DAH DAI DAJ DAK DAL D4U DBA DBB DBC DBD DBE DBF DBG DBH DBI DBJ DBK DBL DE0 DE7 DE8 DE9 DK1 DK2 EY1 EY2 GDU IPU JJ4 KKG KKU MBU MN1 NC3 NC5 NE1 PNU RPU SKU SNU UN2				
ThinkPad 750, 755	9545	8BJ ABJ ABK EBK EBL FBK FBL GBK GBL HBD HBE HBL SBJ SBK				
ThinkPad 760E, 760ED, 765	9546	A27 F0Y U11 U13 U21 U22 U27 U28 U1A U1C U2A U2B U2H U2J U3A U3B U3L U4A U4B U9A U9B U9E U9H				
ThinkPad 760L, 760EL, 760XL	9547	U01 U31 U48 U0A U0R U3A U3F U3R U4F U4G U4H U4K U4R U4S U4T U6F U6G U6H U6R U9C U9J U9K U9L				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
ThinkPad 770	9548	30U 31U 32U 40U 51U 52U 53U 61U DJA DJB DJC DJD DJE DJF DJG DJH DKA DKB DKC DKD DKE DKF DKG DKH DLA DLB DLC DLD DLE DLF EJA EJB EJC EJD EJE EJF EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF	2 YR onsite 9x5/next day	30L9190	\$98	3 years parts and labor
	9549	1AU 5AU 71U 72U 73U 7AU 7BU 81U 82U 83U 8AU 8BU EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF FKA FKB FKC FKD FKE FKF FLA FLB FLC FLD FLE FLF FMA FMB FMC FMD FME FMF FMG FMH	3 YR onsite 9x5/next day	30L9197	\$147	Depot repair service

this list is current as of 7/27/2000

***Service Levels**

9 x 5/Next Business Day

A service technician is scheduled to arrive at your location on the business day after we receive your call. Service hours are 8 a.m. to 5 p.m. local time, Monday through Friday, excluding IBM holidays.

Depot repair

A courier picks up your ThinkPad and delivers it to our depot repair center, where 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.

International service for IBM 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 IBM, international service is now available to you in all countries where ThinkPad notebooks are serviced by IBM. This additional coverage is provided, at no additional charge, as part of all current or new IBM maintenance agreements.

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.

You must register with IBM to be eligible for international coverage by calling one of the four registration offices listed below. If you have purchased an IBM ServicePac for Warranty and Maintenance Options, you can register for international service for your ThinkPad notebook at the same time you call to register your ServicePac.

United States	1-800-497-7426
Scotland	(44) 1475-893638
Japan	(81) 462-73-7598
Australia	(61) 2-9354-4171

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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

IBM 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. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

Limitations of service

These services are available for machines used solely for business, professional, or trade purposes and not for machines used for personal, family or household purposes. Service is not provided in homes or home offices. Not all machine types and models are covered. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. A service technician is scheduled to arrive at your location within two or four business hours or the next business day (depending on service) after remote problem determination is completed. For the 9x5x4 hour service, calls dispatched after 1:00 p.m. local time, you can expect the service technician to arrive by the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day. If the machine problem turns out to be an easily replaced Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. Onsite 24x7x2 hour service for servers and server storage peripherals is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, are not covered along with the processor and require separate service coverage. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/its/us/source/wamomxeu.pdf> for complete details.

For ThinkPad notebooks requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. For failing non-IBM components, customer must provide replacement part unless IBM has a Technical Support Agreement with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner.***