

Lenovo Approved Service Provider Program Update – 2007-01-11

Effective February 1st, 2007, Lenovo Canada is making a change to the Lenovo Authorized Service Provider (ASP) Program that will affect labor and travel reimbursements. The purpose of these changes is to harmonize the Lenovo Canada reimbursement rate schedule with that of the US.

The changes are as follows:

- Parts will now be categorized into 5 classes, up from 3.
- Reimbursement rates by part category will be adjusted.
- Repair accessories will be excluded from the Pay for Performance part usage measurement.
- Travel reimbursement eligibility will vary by part category.

Transition Date

Service performed prior to February 1st 2007 will be considered for reimbursement using the current program rules and rates. Service performed on or after February 1st 2007 will be subject to the rules and rates as described below.

Parts Categorization

The current “CRU 1” part class will be segmented into three new classes: repair accessories (e.g. screw kits, recovery CDs), external element requiring little to no effort to replace (e.g. desktop keyboards, mice) and internal elements requiring no tools and little effort to replace (e.g. mobile keyboards, mobile optical drives).

With the creation of these 3 new classes, the current “CRU 2” part class, representing internal elements requiring a moderate effort to replace, will be renamed “CRU 4”.

The new classification will be as follows:

- CRU 1: Repair accessories
- CRU 2: External elements requiring little to no effort to replace.
- CRU 3: Internal elements requiring no tools and little effort to replace.
- CRU 4: Internal elements requiring a moderate effort to replace.
- Standard: Internal elements requiring extensive effort and technical expertise to replace.

Reimbursement Rate Adjustments

Warranty claim reimbursement rates will continue to be a function of the parts used in performing the repair. Within a 30-day period, all parts used on a given machine will be considered to determine the complete reimbursement rate. This reimbursement rate may be distributed on multiple claims.

Below is a table of the rates associated to each new part class:

New Part Class	Product Type							
	Mobile		Desktop		Monitor		Options	
	Current Rate	New Rate	Current Rate	New Rate	Current Rate	New Rate	Current Rate	New Rate
CRU 1	\$25	\$0	\$25	\$0	n/a	n/a	\$25	\$0
CRU 2	\$25	\$20	\$25	\$20	n/a	n/a	\$25	\$20
CRU 3	\$25	\$30	\$25	\$30	n/a	n/a	\$25	\$30
CRU 4	\$60	\$50	\$60	\$50	n/a	n/a	\$25	\$30
Standard	\$85	\$85	\$75	\$75	\$45	\$30	\$25	\$30

Repair Accessories Excluded from Pay for Performance Parts Usage

The Pay for Performance Part-per-Serial measurement will now exclude any Repair Accessories (New Part Class CRU 1).

Travel Rate Eligibility

The travel reimbursement rate will remain at \$75. However, travel reimbursement eligibility will be a function of the parts used in performing the repair. Below is a table of the travel eligibility associated to each new part class. Note that this assumes the machine being serviced is entitled to onsite warranty, either under base warranty or enhanced ThinkPlus or LenovoCare coverage. Note that Options are not eligible for Travel.

Part Class	Travel Eligibility
CRU 1	No
CRU 2	No
CRU 3	Yes
CRU 4	Yes
Standard*	Yes

Note*: Monitors not eligible for travel during base warranty

For additional information or assistance you can contact your assigned Lenovo Service Consultant or Lenovo Warranty Channels wchannel@ca.lenovo.com.