Lenovo Care Services for Lenovo value line PCs

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Overview

In conjunction with the launch of the Lenovo® value line PCs, Lenovo launches a core suite of services targeted at value-conscious consumers.

The new Lenovo value line products, announced in Hardware Announcement ZG09-0249, dated March 17, 2009, have a limited warranty that covers core electronic components and limits coverage of all other hardware components. The customer will typically be responsible for shipping charges to the repair center, in the event that a warranty repair-action is required. The applicable Lenovo Care Services extend these same limited warranty coverages and policies, as outlined in the specific Terms and Conditions for these offerings.

The family of service products consist of warranty extensions, warranty upgrades to on-site service in select locations, and accidental damage protection offerings.

The following services being introduced at this time are available as standalone product-support offerings. A single product-support service may be selected for each individual Lenovo value line product at one time.

- Limited warranty extension (core component coverage, mail-in service)
- Accidental Damage Protection
- Warranty upgrade to on-site service response
- Warranty extension plus Accidental Damage Protection
- Warranty upgrade to on-site service response Plus Accidental Damage Protection

All service offerings are available for purchase through the same channels as the new Lenovo value line PCs -- through business partners and retailers. These services offerings are also available for purchase after point of sale (APOS) direct from Lenovo and through Lenovo service call centers.

Additional services, such as Lenovo Online Data Backup, may be available on these value line products. Offering details outlined at

http://www.lenovo.com/online_data_backup

Refer to the Web site for country and language availability.

Planned availability date

March 17, 2009

- Available in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Israel, Italy, Netherlands, Norway, Slovakia, South Africa, Spain, Sweden, Switzerland, Turkey, U.K., Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Saudi Arabia, and United Arab Emirates
  - 55Y2522
Description

<table>
<thead>
<tr>
<th>Service number</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>55Y2522 *</td>
<td>1 to 2 Yr Warranty Extension</td>
</tr>
<tr>
<td>55Y2523 *</td>
<td>1 to 3 Yr Warranty Extension</td>
</tr>
</tbody>
</table>

* Available in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Israel, Italy, Netherlands, Norway, Slovakia, South Africa, Spain, Sweden, Switzerland, Turkey, UK, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Saudi Arabia, and United Arab Emirates

<table>
<thead>
<tr>
<th>Service number</th>
<th>Service Level</th>
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<tbody>
<tr>
<td>55Y2524 **</td>
<td>1 Year ADP</td>
</tr>
<tr>
<td>55Y2525 **</td>
<td>2 Yr ADP + 1 to 2 Yr Warranty Extension</td>
</tr>
<tr>
<td>55Y2526</td>
<td>3 Yr ADP + 1 to 3 Yr Warranty Extension</td>
</tr>
</tbody>
</table>

** Available in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, South Africa, Spain, Sweden, Switzerland, UK, Czech Republic, and Poland

Prices

For all local charges, contact your sales representative.

Announcement countries

- Available in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, South Africa, Spain, Sweden, Switzerland, U.K., Czech Republic, and Poland
  - 55Y2522
  - 55Y2523
- Available in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, South Africa, Spain, Sweden, Switzerland, UK, Czech Republic, Poland
  - 55Y2524
  - 55Y2525
  - 55Y2526

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