



IBM Post Warranty ServicePacs offer maintenance for IBM System x, IBM IntelliStation, IBM ThinkPad, and desktop products

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Overview

These IBM® Post Warranty ServicePac® offerings for IBM System x®, IBM IntelliStation®, IBM ThinkPad®, and desktop products deliver hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePac offerings, you get an off-the-shelf upgrade solution the same time that you purchase the IBM machine. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types.

To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at

<http://www.ibm.com/sales/gss/spst/servicepac>

You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. To be eligible for service, you must purchase a ServicePac within 30 days of the purchase of the machine type to which it applies. You must also register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

Planned availability date

November 9, 2010

Description

Affected ServicePac part numbers and their associated machine types

The following System x Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, and Mozambique:

System x

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
61P7660	PC148	1YR IOR 7x24x4hr	8675 8864 8877
61P7664	PC152	1YR IOR 7x24x4hr	8669 8872 8874 7141 1701 8879 8852 7163
61P7662	PC150	1YR IOR 7x24x4hr	1700 7233 7145
61P7663	PC151	1YR IOR 9x5x4hr	1700 7233 7145
61P7666	PC154	1YR IOR 7x24x4hr	8664 8665 8668 8688
61P7668	PC156	1YR IOR 7x24x4hr	8649 1733 7977
40M7564	PC406	1YR IOR 7x24x4hr	8648 8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328
40M7565	PC407	1YR IOR 7x24x4hr	8670

			8673
			8678
			8832
			8839
			8840
			8842
			7972
			7979
			7985
			4192
			4193
			7902
			7901
			8847
			7946
			7836
			7837
			7379
			7944
			7872
			9362
40M7566	PC408	1YR IOR 7x24x4hr	8487
			8488
			8489
			8485
			8849
			8490
			8491
			8486
			4347
			7971
			4364
			7996
			8014
			8028
			4365
			1735
40M7567	PC409	1YR IOR 7x24x4hr	8841
			8866
			7948
			7947
			9308
			9956
			7945
			9307 ¹
40M7568	PC410	1YR IOR 7x24x4hr	8684
			8863
			3020
			7943
			9360
40M7569	PC411	1YR IOR 7x24x4hr	8443
			8848
			7969
			8844
			4190
			4194
			4367
			4368
			7870
			7871
40M7570	PC412	1YR IOR 7x24x4hr	8855
40M7571	PC413	1YR IOR 7x24x4hr	8862
			8865
			8677
40M7572	PC414	1YR IOR 7x24x4hr	8878
			8765

			8674
68Y5596	PC1145	1YR IOR 7x24x4hr	7839 7380
91Y5357	PC1224	1YR IOR 7x24x4hr	7377 9361
91Y5361	PC1228	1YR IOR 7x24x4hr	7164
91Y5365	PC1232	1YR IOR 7x24x4hr	4253 ³
61P7661	PC149	1YR IOR 5x9x4hr	8877 8675 8864
61P7665	PC153	1YR IOR 5x9x4hr	8669 8872 8874 8879 7141 1701 7163
61P7667	PC155	1YR IOR 5x9x4hr	8664 8665 8668 8688
61P7669	PC157	1YR IOR 5x9x4hr	8649 1733 7977 4192 4193 7836 7837 7379 9361
40M7576	PC418	1YR IOR 5x9x4hr	8648 8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328
40M7577	PC419	1YR IOR 5x9x4hr	8670 8673 8678 8832 8839 8840 8842 7972 7979 7985 8847 7946

				7944
				9362
40M7578	PC420	1YR IOR 5x9x4hr		8487
				8488
				8489
				8485
				8849
				8491
				8490
				8486
				4347
				7971
				4364
				4365
				7996
				8014
				8028
				1735
40M7579	PC421	1YR IOR 5x9x4hr		8841
				8866
				7948
				7947
				9308
				9956
				7945
				9307 ¹
40M7580	PC422	1YR IOR 5x9x4hr		8684
				8863
				7943
40M7581	PC423	1YR IOR 5x9x4hr		8843
				8848
				7969
				8844
				4190
				4194
				4367
				4368
40M7582	PC424	1YR IOR 5x9x4hr		8855
40M7583	PC425	1YR IOR 5x9x4hr		8862
				8865
				9360
40M7584	PC426	1YR IOR 5x9x4hr		8878
				8765
				8674
68Y5597	PC1146	1YR IOR 5x9x4hr		7839
				7380
84Y1639	PC1150	1YR IOR 5x9x4hr		9307 ²
91Y5358	PC1225	1YR IOR 5x9x4hr		7377
91Y5362	PC1229	1YR IOR 5x9x4hr		7164
91Y5366	PC1233	1YR IOR 5x9x4hr		4253 ³
56Y6326	PC1009	1YR IOR 7x24x4hr		8886
56Y6332	PC1011	1YR IOR 7x24x4hr		8740
				8750
84Y1638	PC1149	1YR IOR 7x24x4hr		9307 ²
91Y3938	PC1191	1YR IOR 5x9x4hr		7148
91Y3937	PC1190	1YR IOR 7x24x4hr		7148

91Y3934	PC1187	1YR IOR 5x9x4hr	7376
91Y3933	PC1186	1YR IOR 7x24x4hr	7376

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
10N3980	PC583	2yr IOR 7x24x4hr	8864 8877
10N3981	PC584	2yr IOR 7x24x4hr	1700 7233 7145
10N3982	PC585	2YR IOR 7x24x4hr	8872 8874 7141 1701 8879 8852 7163
10N3983	PC586	2YR IOR 7x24x4hr	8688
10N3984	PC587	2YR IOR 7x24x4hr	7977
10N3985	PC588	2YR IOR 7x24x4hr	8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328
10N3986	PC589	2YR IOR 7x24x4hr	7972 7979 7985 4192 4193 7901 7902 8847 7946 7836 7837 7379 7872 7944 9362
10N3987	PC590	2YR IOR 7x24x4hr	8487 8488 8485 8849

				8490
				8491
				8486
				4347
				7971
				4364
				4365
				7996
				8014
				8028
				1735
10N3988	PC591	2YR IOR 7x24x4hr		8841
				8866
				7948
				7947
				9956
				7945
				9307 ¹
10N3989	PC592	2YR IOR 7x24x4hr		3020
				7943
				8863
				9360
10N3990	PC593	2YR IOR 7x24x4hr		8843
				8848
				7969
				8844
				4190
				4194
				4367
				4368
				7870
				7871
10N3991	PC594	2YR IOR 7x24x4hr		N/A
10N3992	PC595	2YR IOR 7x24x4hr		8865
10N3993	PC596	2YR IOR 7x24x4hr		8878
				8765
68Y5598	PC1147	2YR IOR 7x24x4hr		7839
				7380
84Y1637	PC1151	2YR IOR 7x24x4hr		9307 ²
91Y5359	PC1226	2YR IOR 7x24x4hr		7377
				9361
91Y5363	PC1230	2YR IOR 7x24x4hr		7164
91Y5367	PC1234	2YR IOR 7x24x4hr		4253 ³
10N3995	PC598	2YR IOR 5x9x4hr		8864
				8877
10N3997	PC600	2YR IOR 5x9x4hr		1701
				8872
				8874
				8879
				7141
				7163
10N3998	PC601	2YR IOR 5x9x4hr		8688
10N3999	PC602	2YR IOR 5x9x4hr		7977
				4192
				4193
				7836
				7837
				7379

			9361
13P0943	PC603	2YR IOR 5x9x4hr	8837 8850 4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328
13P0944	PC604	2YR IOR 5x9x4hr	7972 7979 7985 8847 7946 7944 9362
13P0945	PC605	2YR IOR 5x9x4hr	8487 8488 8485 8849 8491 8490 8486 4347 7971 4364 4365 7996 8014 8028 1735
13P0946	PC606	2YR IOR 5x9x4hr	8841 8866 7948 7947 9956 7945 9307 ¹
13P0947	PC607	2YR IOR 7x24x4hr	7943 8863
13P0948	PC608	2YR IOR 5x9x4hr	8843 8848 7969 8844 4190 4194 4367 4368
13P0949	PC609	2YR IOR 5x9x4hr	N/A
13P0950	PC610	2YR IOR 5x9x4hr	8865 9360
13P0951	PC611	2YR IOR 5x9x4hr	8878

				8765
10N3996	PC599	2YR IOR 5x9x4hr	1700 7233 7145	
68Y5599	PC1148	2YR IOR 5x9x4hr	7839 7380	
91Y5360	PC1227	2YR IOR 5x9x4hr	7377	
91Y5364	PC1231	2YR IOR 5x9x4hr	7164	
91Y5368	PC1235	2YR IOR 5x9x4hr	4253 ³	
84Y1636	PC1152	2YR IOR 5x9x4hr	9307 ²	
56Y6333	PC1010	2YR IOR 7x24x4hr	8886	
56Y6327	PC1012	2YR IOR 7x24x4hr	8740 8750	
91Y3940	PC1193	2YR IOR 5x9x4hr	7148	
91Y3939	PC1192	2YR IOR 7x24x4hr	7148	
91Y3936	PC1189	2YR IOR 7x24x4hr	7376	
91Y3935	PC1188	2YR IOR 7x24x4hr	7376	

IntelliStation

IntelliStation Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, Mozambique, Egypt, Pakistan, Serbia, Ukraine, Morocco and Tunisia.

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
41C5746	PC430	1YR IOR 5x9 NBD	6225 6218 9229
41C5747	PC431	1YR IOR 5x9 NBD	6223 6227 9228
41C5748	PC432	1YR IOR 5x9 NBD	6233 6217

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
13P0953	PC613	2YR IOR 5x9 NBD	6225 6218 9229
13P0954	PC614	2YR IOR 5x9 NBD	6223 6227 9228

ThinkPad

The following ThinkPad Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, Mozambique, Egypt, Pakistan, Serbia, Ukraine, Morocco and Tunisia:

ServicePac part number	ID	ServicePac description	Eligible machine type
61P7675	PC163	1YR Courier Collect	2382 2668 2669
61P7676	PC164	1YR IOR NBD TP	2382 2668
41E8959	PC464	1YR Courier Collect	1846 1847 1858 1860 1871 2525 2527 1848 1861 1872 2526
41E8960	PC465	1YR IOR NBD TP	1846 1847 1858 1860 1871 2525 2527 1848 1861 1872 2526

Desktops

The following Desktop Service offerings apply to all announced countries except Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, Mozambique, Egypt, Pakistan, Serbia, Ukraine, Morocco and Tunisia:

ServicePac part number	ID	ServicePac description	Eligible machine type
61P7672	PC160	1YR IOR NBD Desktop	8122 8123 8124 8132 8134 8135 8136

The following service offerings apply to Russia, Nigeria, Kenya, Angola, Tanzania, Botswana, and Mozambique only:

System x

One-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
65Y5106	PC1042	1YR IOR 9x5 NBD	8485
			8849
			8490
			8491
			4364
			4365
			9307 ²
65Y5108	PC1044	1YR IOR 9x5 NBD	4347
			8487
			8489
			8486
			7996
			7971
			1735
65Y5110	PC1046	1YR IOR 9x5 NBD	8837
			4363
			4362
			7973
			7995
			8488
			4190
			4194
			4367
			4368
			7974
			7978
			8853
			8014
			8028
			8648
65Y5112	PC1048	1YR IOR 9x5 NBD	7940
			7941
			8848
			7969
			4252 ³
			8850
			7975
			7976
			7984
			8673
			4192
			7981
			7992
4193			
8843			
8844			
4251			
4252			
7327			
7328			
65Y5114	PC1050	1YR IOR 9x5 NBD	7972
			7985
			8847
			8839
			7979
			7901

				8842
				1733
				8670
				8678
				8832
				7946
				7870
				7836
				7837
				7379
				7871
				7872
				7944
				7377
				9361
				9362
65Y5116	PC1052	1YR IOR 9x5 NBD		8649
				8840
				7902
				8866
				7977
				3020
				7948
				8865
				7943
				7947
				9956
				7945
				7376
				9360
65Y5118	PC1054	1YR IOR 9x5 NBD		8863
				8862
				8841
				8684
				9308
				9307 ¹
65Y5120	PC1056	1YR IOR 9x5 NBD		8864
				8675
				8877
				8677
				8674
65Y5122	PC1058	1YR IOR 9x5 NBD		8879
				8878
				1701
				8872
				7839
				7380
65Y5124	PC1060	1YR IOR 9x5 NBD		8874
				8669
				8765
				7163
				7141
				8852
				7148
				7164
65Y5126	PC1062	1YR IOR 9x5 NBD		1700
				8664
				8668
				8665
				8855
				7233
				7145
65Y5128	PC1064	1YR IOR 9x5 NBD		8688
				8886
65Y5191	PC1066	1YR IOR 9x5 NBD		8740

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type
65Y5107	PC1043	2YR IOR 9x5 NBD	8485
			8849
			8490
			8491
			4364
			4365
65Y5109	PC1045	2YR IOR 9x5 NBD	9307 ²
			4347
			8487
			8486
			7996
			7971
65Y5111	PC1047	2YR IOR 9x5 NBD	1735
			8837
			4363
			4362
			7973
			7995
			8488
			4190
			4194
			4367
			4368
			7974
			7978
			8853
			8014
8028			
65Y5113	PC1049	2YR IOR 9x5 NBD	7940
			7941
			8848
			7969
			4252 ³
			8850
			7975
			7976
			7984
			4192
			7981
			7992
4193			
8843			
8844			
4251			
4252			
7327			
7328			
65Y5115	PC1051	2YR IOR 9x5 NBD	7972
			7985
			8847
			7979
			7901
			7946
			7870
			7836
			7837
			7379
			7871
7872			
7944			

				7377
				9361
				9362
65Y5117	PC1053	2YR IOR 9x5 NBD		7902
				8866
				7977
				3020
				7948
				8865
				7943
				7947
				9956
				7945
				7376
				9360
65Y5119	PC1055	2YR IOR 9x5 NBD		8863
				8841
				9307 ¹
65Y5121	PC1057	2YR IOR 9x5 NBD		8864
				8877
65Y5123	PC1059	2YR IOR 9x5 NBD		8879
				8878
				1701
				8872
				7839
				7380
65Y5125	PC1061	2YR IOR 9x5 NBD		8874
				8765
				7163
				7141
				8852
				7148
				7164
65Y5127	PC1063	2YR IOR 9x5 NBD		1700
				7233
				7145
65Y5129	PC1065	2YR IOR 9x5 NBD		8688
				8886
65Y5192	PC1067	2YR IOR 9x5 NBD		8740
				8750

¹ Machine type active from September 6, 2010

² Machine type withdrawal effective September 6, 2010

³ Only applicable to Czech Republic, Bulgaria, Croatia, Hungary, Poland, Romania, Serbia, Slovakia, Slovenia, Turkey and Ukraine

Note: The above list represents all models of the eligible machine types unless stated otherwise.

Maintenance service upgrade (MSU)

IBM Maintenance ServicePacs are designed to give you the continuity of IBM Maintenance and level of service and are applicable to the warranty period or maintenance contract. Maintenance Service can include single elements or combinations of:

1. Extended hours of coverage
2. Upgraded service delivery method (SDM)
3. Higher level of response time objective

Terms and eligibility requirements

Service delivery method

IBM On-site Repair (IOR): Repair is performed at customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term screening refers to the initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

IBM Courier Exchange (ICE): Machine exchange at customer site. If the warranty service is required, call IBM support. If the machine cannot be fixed with the help of IBM remote support, the defective machine is exchanged for a machine that is in good working order by an IBM-designated courier. The customer is responsible for disconnecting the defective machine and activating the replacement machine.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM, accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service, you must follow the registration instructions on the registration email received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Saturday, 365 days a year

Limitations with respect to replacements or to parts for upgrades: Products classified as consumable supplies, such as peripheral devices and accessories, such as external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts.

CRU information and replacement instructions are shipped with the IBM machine. They are also available upon request. You may be given the option of installing a CRU yourself or may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM website or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

Announcement is restricted to the following countries:

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Egypt
- Estonia⁶
- Finland
- France⁴
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Latvia⁶
- Lithuania⁶
- Luxembourg
- Netherlands
- Norway
- Pakistan
- Poland
- Portugal
- Romania
- Russia
- South Africa
- Serbia
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Turkey
- Ukraine
- United Kingdom⁵
- Nigeria
- Kenya

- Angola
- Tanzania
- Botswana
- Mozambique
- Tunisia
- Morocco

⁴ Except overseas territories

⁵ United Kingdom only

⁶ Order and registration via Finland

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<http://www.ibm.com/planetwide/>