New ThinkPad T500 notebook model features the Microsoft Windows Vista operating system

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Overview

You can order this model through the normal ordering process. Terms and conditions, features and benefits, and warranty and service for these models are the same as those announced in Hardware announcement ZG09-0084, dated February 3, 2009.

Availability date

March 31, 2009

Additional information

All offers are subject to availability. Lenovo® reserves the right to alter product offerings and specifications at any time without notice. Lenovo is not responsible for photographic or typographic errors.

Lenovo makes no representation or warranty regarding third-party products or services.

Product number

Mobile products

EMEA machines

<table>
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<tr>
<th>Description</th>
<th>Genuine Windows® Vista Business 32</th>
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<tbody>
<tr>
<td>Order number</td>
<td>Machine type</td>
</tr>
<tr>
<td>ThinkPad T500</td>
<td>NJ479##</td>
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<tr>
<td>(15.4-in WXGA TFT (1280 x 800) TFT, Mobile Intel® GM45 Express chip set, Mobile Intel GMA 4500MHD, Integrated Bluetooth wireless, Intel Celeron® processor T1600, 160 GB / 5400 rpm, DVD Recordable drive, ExpressCard slot, PC Card slot, 1 GB, Intel Wireless WiFi Link 5100 AGN (1 x 2), Genuine Windows Vista Business 32, 6-cell Li-Ion battery)</td>
<td></td>
</tr>
</tbody>
</table>

All models contain: 7-in-1 Media Card Reader, Modem, Mini-PCle, IEEE 1394
Note: The last two digits (##) of the EMEA order number are language dependent (for example, French = FR, German = GE, Spanish = SP, and so on.)

**Terms and conditions**

This product is available from Lenovo under the terms and conditions for purchase.

**Warranty period**

- System hardware - Three year CCR on parts and labor - MT 2089
- System battery - One year

Optional Lenovo features initially installed in a Lenovo system carry the same warranty period as the system. If installed after the initial system installation, they carry the balance of the system warranty or the optional feature warranty, whichever is greater.

**Warranty service**

If required, your service provider provides repair or exchange service depending on the type of warranty service specified for the machine. A service technician will attempt to resolve your problem over the telephone. You must follow the problem determination and resolution procedures. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside your service provider's normal service area. Contact your local service provider representative or your reseller for country- and location-specific information.

**Customer replaceable unit (CRU) service**

Under CRU service, your service provider will ship CRUs to you for installation by you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. CRUs that are easily installed by you are called self-service CRUs, while optional-service CRUs may require some technical skill and tools. Installation of self-service CRUs is your responsibility. You may request that a service provider install optional-service CRUs under one of the other types of warranty service designated for your product. An optional service offering may be available from Lenovo to have Lenovo install self-service CRUs for you. You can find a list of CRUs and their designation in the publication that ships with your product or at

http://www.lenovo.com/CRUs

The requirement to return a defective CRU, if any, will be specified in the materials shipped with a replacement CRU. When return is required, return instructions, a prepaid return shipping label, and a container will be included with the replacement CRU. You may be charged for the replacement CRU if your service provider does not receive the defective CRU within 30 days of your receipt of the replacement.

**Customer carry-in or mail-in service**

Under customer carry-in or mail-in service, your product will be repaired or exchanged at a designated service center, with delivery or shipping arranged by you. You are responsible to deliver or mail, as your service provider specifies, (prepaid by you unless specified otherwise) the product, suitably packaged to a designated location. After the product has been repaired or exchanged, it will be made available for your collection. Failure to collect the product may result in your service provider disposing of the product as it sees fit. For mail-in service, the product will be returned to you at Lenovo's expense, unless your service provider specifies otherwise.

**International Warranty Service (IWS)**

IWS is available during the warranty period to customers who travel or relocate to countries where their computer is sold and serviced by a service provider authorized to perform warranty service. Eligible Lenovo computers are identified by their four-digit machine type.
You can obtain IWS through the method of service, such as CRU, depot, carry-in, or on-site, provided in the servicing country. Service methods and procedures vary by country, and some service or parts may not be available in all countries. Service centers in certain countries may not be able to service all models of a particular machine type. In addition, some countries may have fees and restrictions that apply at the time of service.

**Note:** Due to the earth's magnetic field, CRT monitors are manufactured to work in northern, southern, and equatorial regions of the earth and may not produce a satisfactory image when moved between them. Any required adjustment (if possible) is not covered under IWS and may be subject to a chargeable action. The magnetic field does not affect flat-panel LCD monitors and ThinkPad® LCD displays.

**Licensing**

Programs included with this product are licensed under the terms and conditions of the license agreements that are shipped with the system.

**ThinkPlus Services**

**Warranty and maintenance options**

The announced products may be eligible for ThinkPlus® and LenovoCare Maintenance Services, convenient prepackaged offerings for warranty service upgrades and maintenance services.

**Installation Services**

The announced products may be eligible for ThinkPlus Installation Services, convenient prepackaged offerings for installation services.

Lenovo Thinkplus and Lenovo Thinkpad protection warranty upgrades

The announced Lenovo ThinkPad Machine types are eligible for Lenovo ThinkPlus Warranty Upgrades and Post Warranty offerings, they are also eligible for Lenovo ThinkPad Protection (TPP) Warranty Upgrades. Lenovo ThinkPlus and ThinkPad Protection provide a higher level of service than that provided under the Lenovo Base Warranty.

**Note:** Only one Warranty Upgrade per Machine Serial Number can be active. A Post warranty offering can be added when a warranty upgrade is active and will become active at the end date of the Base Warranty period or Warranty Upgrade end date if later.

Lenovo business partners and distributor channels EMEA Region 1

Lenovo ThinkPlus and Lenovo ThinkPad Protection are specific to The Machine Types and products listed.

<table>
<thead>
<tr>
<th>Lenovo ThinkPlus or TPP Offering</th>
<th>Upgrade</th>
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<tr>
<td>L No</td>
<td>Type</td>
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**For MT 2089 with 3 Yr Customer Carry In Base Warranty:**

- 4 Yr Customer Carry-In: L521, ThinkPlus 41E9876
- 3 Yr Courier Collect: L57, ThinkPlus 41C9436
- 4 Yr Courier Collect: L523, ThinkPlus 41E9878
- 3 Yr On-site Service NBD*: L45, ThinkPlus 41C9432
- 3 Yr On-site Service NBD*+ HDD***: L659, ThinkPlus 4605027
- 4 Yr On-site Service NBD*: L522, ThinkPlus 41E9877
- 1 Yr Courier Collect Post Warranty: L527, ThinkPlus 10N3143
- 1 Yr On-site Service NBD* Post Warranty: L528, ThinkPlus 10N3144
- 3 Yr ThinkPad Protection: L573, TPP 41K0420
- 4 Yr Customer Carry-In + TPP**: L576, TPP 41K0423
<table>
<thead>
<tr>
<th>Offerings</th>
<th>Code</th>
<th>Type</th>
<th>P/N</th>
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</thead>
<tbody>
<tr>
<td>3 Yr Courier Collect + TPP**</td>
<td>L574</td>
<td>TPP</td>
<td>41K0421</td>
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<tr>
<td>4 Yr Courier Collect + TPP**</td>
<td>L577</td>
<td>TPP</td>
<td>41K0424</td>
</tr>
<tr>
<td>3 Yr On-Site Service NBD* + TPP**</td>
<td>L575</td>
<td>TPP</td>
<td>41K0422</td>
</tr>
<tr>
<td>3 Yr On-Site Service NBD* + TPP** + HDD****</td>
<td>L665</td>
<td>TPP</td>
<td>46D5033</td>
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<tr>
<td>4 Yr On-Site Service NBD* + TPP**</td>
<td>L578</td>
<td>TPP</td>
<td>41K0425</td>
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</tbody>
</table>

Notes:
* NBD = Next Business Day Response Target.
** TPP will always be dealt with as Courier Collect.
*** HDD = The customer or his appointed representative may retain any or all Hard Disk Drives or Solid State Drives removed from the machine if it has been replaced as part of the repair process or if the machine is to be removed from the customer's control or presence any or all HDDs or SSDs can be removed and retained by the customer or his appointed representative.

These offerings do not include coverage for the ThinkPad Main (System) battery or Tablet Stylus.

EMEA Region 1 announcement countries for the included Lenovo Thinkplus L No. PACS.

Announcement is restricted to the following countries:

- Austria
- Belgium
- Denmark
- Finland
- France*
- Germany
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- UK**

EMEA Region 1 announcement countries for the included Lenovo Thinkpad protection TPP L No. PACS.

Announcement is restricted to the following countries:

- Austria
- Belgium
- Denmark
- Finland
- France*
- Germany
- Ireland
- Italy
- Netherlands
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- UK**

Notes:
* Excludes DOM/TOM and all other overseas territories and dependencies.
** Mainland UK only for On-Site Services.

Lenovo business partners and distributor channels EMEA Region 2

Lenovo ThinkPlus and Lenovo ThinkPad Protection are specific to the machines and products listed.

<table>
<thead>
<tr>
<th>Lenovo ThinkPlus or TPP Offering</th>
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<th>Upgrade</th>
<th>Ordering</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Type</td>
<td>P/N</td>
<td></td>
</tr>
</tbody>
</table>

For MT 2089 with 3 Yr Customer Carry In Base Warranty:

<table>
<thead>
<tr>
<th>Offerings</th>
<th>Code</th>
<th>Type</th>
<th>P/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Yr Customer Carry-In</td>
<td>C534</td>
<td>ThinkPlus</td>
<td>10N3152</td>
</tr>
<tr>
<td>3 Yr On-Site Service NBD*</td>
<td>C639</td>
<td>ThinkPlus</td>
<td>12X6455</td>
</tr>
<tr>
<td>3 Yr On-Site Service NBD*+ HDD****</td>
<td>C656</td>
<td>ThinkPlus</td>
<td>46D5024</td>
</tr>
<tr>
<td>4 Yr On-Site Service NBD*</td>
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<td>ThinkPlus</td>
<td>12X6456</td>
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<tr>
<td>3 Yr ThinkPad Protection</td>
<td>L573</td>
<td>TPP</td>
<td>41K0420</td>
</tr>
<tr>
<td>4 Yr Customer Carry-In + TPP**</td>
<td>L576</td>
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<tr>
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<td>L574</td>
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or SSDs can be removed and retained by the customer or his appointed representative.

These offerings do not include coverage for the ThinkPad Main (System) battery or Tablet Stylus.

EMEA Region 2 announcement countries for the included Lenovo Thinkplus L No. PACS.

Announcement is restricted to the following countries:

Bulgaria* Croatia Czech Republic Greece
Hungary Poland Romania Slovakia
Slovenia** South Africa Turkey

Notes:
* Bulgaria is limited to Sofia for On-Site Service.
** Slovenia is limited to 50 Km of Ljubljana for On-Site Service.

EMEA Region 2 announcement countries for the included Lenovo Thinkpad protection TPP L No. PACS.

Announcement is restricted to the following countries:

Czech Republic* Greece Poland* South Africa

Notes:
* TPP will be serviced by the Lenovo Authorised Warranty Service Provider(AWSP) Network in these countries.

Prices

For all local charges, contact your sales representative.

Announcement countries

All European, Middle Eastern, and African countries.

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