Lenovo ThinkPlus for ThinkStation warranty upgrades are available

Table of contents

1 At a glance  
1 Overview  
1 Key prerequisites  
1 Planned availability date  
2 Description  
4 Prices  
5 Announcement countries

At a glance

ThinkPlus® for ThinkStation® warranty upgrade

This release adds new machine types for March 2009 hardware announcements.

Overview

ThinkPlus warranty upgrade and post warranty offerings are only available from Lenovo®. These ThinkPlus offerings provide up to five years of hardware maintenance coverage, including the machine warranty period, in an electronic format.

The easy registration process of the attractively priced ThinkPlus offerings helps to ensure that a high-quality maintenance service can be provided.

These ThinkPlus offerings are available through the same Business Partners who sell the relating Lenovo hardware. The intention is to enable the Business Partner to offer his customer an off-the-shelf warranty upgrade or post warranty offering at the time the customer purchases the machine.

To enable the Business Partners to select the correct ThinkPlus offering for a particular machine type, a selection guide is available, providing a cross reference list of ThinkPlus offerings to applicable machine types.

ThinkPlus offerings have a part number and can be ordered through UPOS/SAP in the same manner as Lenovo products. To be eligible for service, ThinkPlus offerings must be purchased by the customer within 30 days of the purchase of the machine type to which it applies. ThinkPlus offerings must be registered by the customer within 15 days of its purchase by completing the e-mail-based online registration process provided.

Key prerequisites

The Lenovo ThinkPlus offerings in this announcement are only applicable to Lenovo ThinkStation machine types.

Planned availability date

March 31, 2009
Description

This announcement updates the existing ThinkPlus for ThinkStation offerings with additional machine types.

- New machine types with three-year on-site next business day base warranty: 4105, 4157, 4155, and 4158.

ThinkPlus for ThinkStation

Following are the ThinkPlus SAP orderable part numbers and the compatible Lenovo machine types.

Offerings

The offerings will be targeted at specific hardware configuration types defined as high end, products with two processor chip sockets, and low end, products with a single processor chip socket. These descriptions are not binding, the placing of a product into either the high-end or the low-end category will be determined by the Lenovo Service planning department.

The following part numbers, identified by the "L" denominator, unless otherwise stated, are available in the following countries:

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom
1 Bulgaria is limited to the capital Sofia for On-Site Service.
2 Excluding DOM/TOM and all other French Overseas Territories and dependencies.
3 Slovenia is limited to 50 Km of Ljubljana for On-Site Service.
4 Mainland UK only for On-Site Service.

ThinkStation Warranty Upgrade offerings for three year on-site next business day base warranty low-end machine types

<table>
<thead>
<tr>
<th>ThinkPlus part number</th>
<th>ThinkPlus ID</th>
<th>ThinkPlus description</th>
</tr>
</thead>
<tbody>
<tr>
<td>46D4454</td>
<td>L642</td>
<td>UPG 3 Yr IOR NBD to 4 Yr IOR NBD</td>
</tr>
<tr>
<td>46D4455</td>
<td>L643</td>
<td>UPG 3 Yr IOR NBD to 5 Yr IOR NBD</td>
</tr>
</tbody>
</table>

Eligible machine types (all models): 4105, 4157, 6423, 6483

ThinkStation Warranty Upgrade offerings for three-year on-site next business day base warranty high-end machine types

<table>
<thead>
<tr>
<th>ThinkPlus part number</th>
<th>ThinkPlus ID</th>
<th>ThinkPlus description</th>
</tr>
</thead>
<tbody>
<tr>
<td>46D4456</td>
<td>L644</td>
<td>UPG 3 Yr IOR NBD to 4 Yr IOR NBD</td>
</tr>
<tr>
<td>46D4457</td>
<td>L645</td>
<td>UPG 3 Yr IOR NBD to 5 Yr IOR NBD</td>
</tr>
</tbody>
</table>

Eligible machine types (all models): 4155, 4158, 6427, 6493

Offering descriptions (upgrades to base warranty)

ThinkStation products with a three-year on-site next business day response target base warranty

Unless otherwise noted these offerings are only available during normal country business hours excluding public and national holidays.

• Four years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an extra 12 months after the warranty period of the machine type ends.

• Five years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an extra 24 months after the warranty period of the machine type ends.

Notes

1. The customer must register their ThinkPlus offering to activate the service. This will avoid any further delay due to entitlement verifications.
2. Some parts of Lenovo machines are designated as Customer Replaceable units (called, "CRUs"), for example, keyboards, memory, or HDDs.

Service activity descriptions

Problem determination

Lenovo will perform problem determination remotely. You are requested to work with Lenovo during problem determination and to perform those activities that Lenovo may request. The problem determination aim is to identify whether the problem resides with your Lenovo machine or with other machines or software. If the problem determination result is that your Lenovo machine is failing, and non functional, then the appropriate actions for the warranty or warranty upgrade will be put in place.
The customer is responsible for ensuring that all data on their ThinkStation is backed up prior to a repair being attempted. Failure to do so will result in loss of data if an HDD or SDD is replaced or reloaded as part of the repair process.

On-Site Repair Service, Next Business Day
A service technician will be dispatched to arrive at your location within the next business day from the time the problem determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The next business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

On-Site Repair Service activities
Lenovo will either repair or exchange the failing machine at your location and verify its functionality. You must provide a suitable working area that is safe, clean, and well lit, to allow disassembly and reassembly of the Lenovo machine.

CRU activities
Lenovo provides CRUs to you for replacement by you. You must return all defective CRUs to Lenovo within 30 days of your receipt of your replacement CRU. You are responsible for downloading designated machine code and LIC updates from an Lenovo Internet Web site or from other electronic media, and following the instructions that Lenovo provides.

Prices
For pricing information, contact your Lenovo representative or your Lenovo Business Partner.

Customer responsibilities
Customers should retain their ThinkPlus registration and confirmation e-mails as a record of their contract.

Before placing a call for service, the customer should:

• Follow the determination procedures provided with the machine.
• Take appropriate steps to safeguard all programs or data contained within the machine, before service is provided.
• Ensure in the case of on-site service, that the machine for repair is in a safe working environment for the service engineer.

To become eligible for service, the customer must follow the registration instructions on their registration e-mail. ThinkPlus must be registered by the customer within 15 days of its purchase, by completing the e-mail-based online ThinkPlus Registration process.
Announcement countries

ThinkPlus for ThinkStation is only available in the following countries. Geographic restrictions may exist within some countries including those already noted for on-site and courier based offerings.

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxemburg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom

5 Bulgaria is limited to the capital Sofia for On-Site Service.

6 Excluding DOM/TOM and all other French Overseas Territories and dependencies.

7 Slovenia is limited to 50 Km of Ljubljana for On-Site Service.

8 Mainland UK only for On-Site Service.

Trademarks

ThinkPlus, ThinkStation and Lenovo are registered trademarks of Lenovo Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.

Terms of use

Information may be changed or updated without notice. Lenovo may also make improvements and/or changes in the products and/or the programs described in this information at any time without notice. Lenovo assumes no responsibility regarding the accuracy of the information that
is provided by Lenovo and use of such information is at the recipient's own risk. Information
Lenovo publishes on the World Wide Web may contain references or cross references to Lenovo
products, programs and services that are not announced or available in your country. Such
references do not imply that Lenovo intends to announce such products, programs or services in
your country. Consult your local Lenovo business contact for information regarding the products,
programs and services which may be available to you. Lenovo's obligations with respect to its
products and services are governed solely by the agreements under which they are provided.
Additional terms of use are located at: