Lenovo Services offer hard drive retention add-on upgrade service for Lenovo System x

Table of contents

<table>
<thead>
<tr>
<th>1</th>
<th>Overview</th>
<th>2</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Key prerequisites</td>
<td>3</td>
<td>Prices</td>
</tr>
<tr>
<td>2</td>
<td>Planned availability date</td>
<td>3</td>
<td>Announcement countries</td>
</tr>
</tbody>
</table>

At a glance

The Lenovo® Services portfolio is updated to expand the Lenovo hard drive retention upgrade service for System x to the following countries of Bulgaria, Croatia, France, Germany, Greece, Hungary, Israel, Serbia, Slovenia, and Turkey.

Overview

Lenovo Services products offer a range of hardware maintenance or maintenance upgrade coverage in an electronic format. The Lenovo hard drive retention upgrade service for System x is purchased only once per eligible system and after successful registration will be valid until end of service of the eligible system, as defined by Lenovo. The Lenovo hard drive retention service will allow the customer to retain the defective hard drive that is replaced in the course of the Lenovo Hardware warranty or maintenance services. If the reported problem on the eligible system requires the replacement of a hard drive, a replacement hard drive will be supplied by Lenovo and the removed defective hard drive will be provided to the customer as their property for disposal by the customer.

Lenovo Services products are available through the same Lenovo Business Partners who sell the related Lenovo hardware. With this Lenovo service offering, you get an off-the-shelf upgrade. The number of unique service offerings is kept to a minimum and each part number supports a range of machine types.

To select the correct Lenovo Services part number for a particular machine type and country, visit the Lenovo Services Product Selector Tool at


Alternatively, a product guide is available with a complete listing of machine types and services for cross-reference. This guide is kept up to date with all new services offerings and revisions. The Lenovo EBG Europe Middle East and Africa Product Guide can be found at

http://www-05.ibm.com/services/europe/maintenance/useful-information.html

Lenovo Services products can be ordered by part number through SAP in the same way as other Lenovo products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for the Lenovo hard drive retention service, an eligible Lenovo system x machine must be covered by a valid Lenovo warranty service or a Lenovo maintenance service. The Lenovo Services offering must be registered within 30 days of purchase by completing the Lenovo Services online registration at

http://www.ibm.com/servicepac
Key prerequisites

The Lenovo eligible machines covered by this Lenovo hard drive retention upgrade service must also be under Lenovo warranty or separately covered by machine maintenance service with Lenovo.

Planned availability date

April 7, 2015

Description

The Lenovo Services portfolio is updated to announce the Lenovo hard drive retention upgrade service for System x in additional countries.

### Lenovo System x Services - Hard Drive Retention Upgrade Service

<table>
<thead>
<tr>
<th>Lenovo Services part number</th>
<th>ID</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>00EN491</td>
<td>HDR01</td>
<td>HDD no return for System x</td>
</tr>
</tbody>
</table>

**Note:** Information about the applicable machine types can be found at [https://www-304.ibm.com/sales/gss/download/spst/servicepac/](https://www-304.ibm.com/sales/gss/download/spst/servicepac/)

All models are covered in the machine type list unless stated otherwise.

Customer Responsibilities

The customer agrees to:

- Identify a customer representative to receive the retained defective drive from Lenovo.
- Refrain from placing the defective drive into productive use.
- Prior to Lenovo's performance of the service for machines as described, adequately back up and secure all programs and data residing on their system and maintain a current and complete backup of their environment at all times. Lenovo shall bear no responsibility whatsoever for any loss of programs or data as a result of our performance of services hereunder.
- Dispose of all retained hard drives in compliance with applicable local environmental laws and regulations.
- Not transfer faulty disk drives between non eligible and eligible machines.

**Note:** Lenovo reserves the right to withdraw this service where it believes the Hard Drive Retention option is being misused.

**Limitations with respect to replacements or to parts for services upgrades:**

Products classified as consumable supplies, such as peripheral devices and accessories like 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 Lenovo unless stated otherwise. Some parts of Lenovo machines are designated as customer replaceable units (CRUs), enabling you...
to replace these parts. CRU information and replacement instructions are shipped with your Lenovo machines and are available from Lenovo at any time on your request. You may be offered to install a CRU yourself or you may request Lenovo to install it as part of any applicable Lenovo warranty service or Lenovo maintenance service. You must return all defective CRUs to Lenovo in accordance with the return instructions issued with the replacement CRU, unless stated otherwise. 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 a Lenovo website or from other electronic media, and following the instructions that Lenovo provides.

For a full definition of Lenovo maintenance services, visit


Prices

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

Announcement countries

- Bulgaria
- Croatia
- Czech Republic
- Denmark
- France ¹
- Germany
- Greece
- Hungary
- Israel
- Poland
- Romania
- Russia
- Serbia
- Slovakia
- Slovenia
- Turkey
- United Kingdom ²

¹ Except overseas territories
² UK mainland only

Trademarks

Lenovo is a registered trademark of Lenovo 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: