



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

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Overview

These IBM® Post Warranty ServicePac® offerings for IBM System x® and IBM IntelliStation® products deliver hardware maintenance in an electronic format.

ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. 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

<https://www-304.ibm.com/sales/gss/download/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. You must register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

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

Planned availability date

September 4, 2012

Description

Latest update

Affected ServicePac part numbers and their associated machine types: The following System x Service offerings apply to all announced countries except Russia, Angola, Tanzania, Botswana, and Mozambique.

Note: 24x7 offerings are not applicable in Cyprus.

System x
One-year offerings

ServicePac part number	ID	ServicePac description	Eligible Machine type Model
61P7660	PC148	1YR IOR 7x24x4hr	8864 8877 6630 013
61P7664	PC152	1YR IOR 7x24x4hr	8872 8874 7141 8879 8852 7163
61P7662	PC150	1YR IOR 7x24x4hr	7233 7145 0446 017 7143
61P7663	PC151	1YR IOR 9x5x4hr	7233 7145 0446 017 7143
61P7666	PC154	1YR IOR 7x24x4hr	7309 G52 7309 52F
61P7668	PC156	1YR IOR 7x24x4hr	1733 7977 5396
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 6630 010 6630 E10
40M7565	PC407	1YR IOR 7x24x4hr	8678 8840 8842 7972 7979 7985 4192 4193 7902 7901 8847

			7946
			7836
			7837
			7379
			7944
			7872
			9362
			7873
40M7566	PC408	1YR IOR 7x24x4hr	8488
			8485
			8849
			8490
			8491
			8486
			4347
			7971
			4364
			7996
			8014
			8028
			4365
			1735
			1754 A2X
			2582
40M7567	PC409	1YR IOR 7x24x4hr	8841
			8866
			7948
			7947
			9308
			9956
			7945
			9307
			0446 013 ¹
			0446 E13 ¹
40M7568	PC410	1YR IOR 7x24x4hr	8863
			3020
			7943
			9360
			1754 D2X
40M7569	PC411	1YR IOR 7x24x4hr	8443
			8848
			7969
			8844
			4190
			4194
			4367
			4368
			7870
			7871
			1754 D1X
40M7571	PC413	1YR IOR 7x24x4hr	8865
			8677
40M7572	PC414	1YR IOR 7x24x4hr	8878
			8765
68Y5596	PC1145	1YR IOR 7x24x4hr	7839
			7380
			0563 012
			7309 CFC
			7309 CD8
			7383
91Y5357	PC1224	1YR IOR 7x24x4hr	7377
			9361
91Y5361	PC1228	1YR IOR 7x24x4hr	7164

91Y5365	PC1232	1YR IOR 7x24x4hr	4253 ²
91Y6044	PC1356	1YR IOR 7x24x4hr	1754 A1X 2583
61P7661	PC149	1YR IOR 5x9x4hr	8877 8864 6630 013
61P7665	PC153	1YR IOR 5x9x4hr	8872 8874 8879 7141 7163
61P7667	PC155	1YR IOR 5x9x4hr	7309 G52 7309 52F
61P7669	PC157	1YR IOR 5x9x4hr	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 6630 010 6630 E10
40M7577	PC419	1YR IOR 5x9x4hr	8678 8840 8842 7972 7979 7985 8847 7946 7944 9362
40M7578	PC420	1YR IOR 5x9x4hr	8488 8485 8849 8491 8490 8486 4347 7971 4364 4365 7996

				8014
				8028
				1735
				1754 A2X
				2582
40M7579	PC421	1YR IOR 5x9x4hr		8841
				8866
				7948
				7947
				9308
				9956
				7945
				9307
				0446 013 ¹
				5396
				0446 E13 ¹
40M7580	PC422	1YR IOR 5x9x4hr		8863
				7943
				1754 D2X
40M7581	PC423	1YR IOR 5x9x4hr		8843
				8848
				7969
				8844
				4190
				4194
				4367
				4368
				1754 D1X
40M7583	PC425	1YR IOR 5x9x4hr		8865
				9360
40M7584	PC426	1YR IOR 5x9x4hr		8878
				8765
68Y5597	PC1146	1YR IOR 5x9x4hr		7839
				7380
				0563 012
				7309 CFC
				7309 CD8
				7383
84Y1639	PC1150	1YR IOR 5x9x4hr		N/A
91Y5358	PC1225	1YR IOR 5x9x4hr		7377
91Y5362	PC1229	1YR IOR 5x9x4hr		7164
91Y5366	PC1233	1YR IOR 5x9x4hr		4253 ²
91Y6043	PC1355	1YR IOR 5x9x4hr		1754 A1X
				2583
56Y6326	PC1009	1YR IOR 7x24x4hr		8886
56Y6332	PC1011	1YR IOR 7x24x4hr		8740
				8750
84Y1638	PC1149	1YR IOR 7x24x4hr		N/A
91Y3938	PC1191	1YR IOR 5x9x4hr		7148
				7147
91Y3937	PC1190	1YR IOR 7x24x4hr		7148
				7147
91Y3934	PC1187	1YR IOR 5x9x4hr		7376
				6630 011
				6630 012

91Y3933	PC1186	1YR IOR 7x24x4hr	7376 6630 011 6630 012
91Y7873	PC1493	1YR IOR 5x9x4hr	0719 410 0719 420
91Y7877	PC1497	1YR IOR 5x9x4hr	7309 G64 7309 64F
91Y7881	PC1501	1YR IOR 5x9x4hr	7309 BF9 7309 BD5 7309 BR6 7309 BF7
91Y7874	PC1494	1YR IOR 24x7x4hr	0719 410 0719 420
91Y7878	PC1498	1YR IOR 24x7x4hr	7309 G64 7309 64F
91Y7882	PC1502	1YR IOR 24x7x4hr	7309 BF9 7309 BD5 7309 BR6 7309 BF7
91Y8254	PC1515	1YR IOR 5x9x4hr	7987 AAX 8036 AFX 8036 ARX
91Y8258	PC1519	1YR IOR 5x9x4hr	7987 ABX
91Y8256	PC1517	1YR IOR 24x7x4hr	7987 AAX 8036 AFX 8036 ARX
91Y8260	PC1521	1YR IOR 24x7x4hr	7987 ABX
00A3548	PC1575	1YR IOR 5x9x4hr	9363
00A3549	PC1576	1YR IOR 24x7x4hr	9363
00A4724	PC1605	1YR IOR 5x9x4hr	3625 32Y 3625 50Y 3625 1TY
00A4729	PC1610	1YR IOR 24x7x4hr	3625 32Y 3625 50Y 3625 1TY
00A4728	PC1609	1YR IOR 5x9x4hr	7309 CF9 7309 CR9
00A4725	PC1606	1YR IOR 24x7x4hr	7309 CF9 7309 CR9
00A4785	PC1648	1YR IOR 24x7x4hr	7875
00A4780	PC1643	1YR IOR 5x9x4hr	7915
00A4781	PC1644	1YR IOR 24x7x4hr	7915
00X8635	PC1668	1YR IOR 24x7x4hr	8721
00X8637	PC1670	1YR IOR 24x7x4hr	8731
00X8639	PC1672	1YR IOR 24x7x4hr	8737
46Y1391	PC1753	1YR IOR 5x9x4hr	7158
46Y1392	PC1754	1YR IOR 24x7x4hr	7158
46Y1395	PC1757	1YR IOR 5x9x4hr	7160

46Y1396	PC1758	1YR IOR 24x7x4hr	7160
46Y1399	PC1761	1YR IOR 24x7x4hr	7906 8038
46Y1401	PC1763	1YR IOR 5x9x4hr	8722
46Y1402	PC1764	1YR IOR 24x7x4hr	8722
46Y1405	PC1767	1YR IOR 5x9x4hr	7914
46Y1406	PC1768	1YR IOR 24x7x4hr	7914
46Y1906	PC1836	1YR IOR 9x5x4hr	7382
46Y1907	PC1837	1YR IOR 24x7x4hr	7382
46Y1910	PC1840	1YR IOR 24x7x4hr	7917

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible machine type Model
10N3980	PC583	2yr IOR 7x24x4hr	8864 8877 6630 013
10N3981	PC584	2yr IOR 7x24x4hr	7233 7145 0446 017 7143
10N3982	PC585	2YR IOR 7x24x4hr	8872 8874 7141 8879 8852 7163
10N3983	PC586	2YR IOR 7x24x4hr	7309 G52 7309 52F
10N3984	PC587	2YR IOR 7x24x4hr	7977 5396
10N3985	PC588	2YR IOR 7x24x4hr	4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328 6630 010 ¹ 6630 E10 ¹
10N3986	PC589	2YR IOR 7x24x4hr	7972 7979 7985

				4192
				4193
				7901
				7902
				7946
				7836
				7837
				7379
				7872
				7944
				9362
				7873
10N3987	PC590	2YR IOR 7x24x4hr		8485
				8849
				8490
				8491
				8486
				4347
				7971
				4364
				4365
				7996
				8014
				8028
				1735
				1754 A2X
				2582
10N3988	PC591	2YR IOR 7x24x4hr		8866
				7948
				7947
				9956
				7945
				9307
				0446 013 ¹
				0446 E13 ¹
10N3989	PC592	2YR IOR 7x24x4hr		3020
				7943
				9360
				1754 D2X
10N3990	PC593	2YR IOR 7x24x4hr		7969
				8844
				4190
				4194
				4367
				4368
				7870
				7871
				1754 D1X
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
				0563 012
				7309 CFC
				7309 CD8
				7383
84Y1637	PC1151	2YR IOR 7x24x4hr		N/A
91Y5359	PC1226	2YR IOR 7x24x4hr		7377
				9361
91Y5363	PC1230	2YR IOR 7x24x4hr		7164

91Y5367	PC1234	2YR IOR 7x24x4hr	4253 ²
91Y6046	PC1358	2YR IOR 7x24x4hr	1754 A1X 2583
10N3995	PC598	2YR IOR 5x9x4hr	8864 8877 6630 013
10N3997	PC600	2YR IOR 5x9x4hr	8872 8874 8879 7141 7163
10N3998	PC601	2YR IOR 5x9x4hr	7309 G52 7309 52F
10N3999	PC602	2YR IOR 5x9x4hr	7977 4192 4193 7836 7837 7379 9361
13P0943	PC603	2YR IOR 5x9x4hr	4362 4363 7973 7974 7975 7976 7978 7981 7984 7992 8853 7995 7940 7941 4251 4252 7327 7328 6630 010 6630 E10
13P0944	PC604	2YR IOR 5x9x4hr	7972 7979 7985 7946 7944 9362
13P0945	PC605	2YR IOR 5x9x4hr	8485 8849 8491 8490 8486 4347 7971 4364 4365 7996 8014 8028 1735 1754 A2X 2582
13P0946	PC606	2YR IOR 5x9x4hr	8866 7948

				7947
				9956
				7945
				9307
				0446 013 ¹
				5396
				0446 E13 ¹
13P0947	PC607	2YR IOR 7x24x4hr		7943
				1754 D2X
13P0948	PC608	2YR IOR 5x9x4hr		7969
				8844
				4190
				4194
				4367
				4368
				1754 D1X
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		7233
				7145
				0446 017
				7143
68Y5599	PC1148	2YR IOR 5x9x4hr		7839
				7380
				0563 012
				7309 CFC
				7309 CD8
				7383
91Y5360	PC1227	2YR IOR 5x9x4hr		7377
91Y5364	PC1231	2YR IOR 5x9x4hr		7164
91Y5368	PC1235	2YR IOR 5x9x4hr		4253 ²
84Y1636	PC1152	2YR IOR 5x9x4hr		N/A
56Y6333	PC1010	2YR IOR 7x24x4hr		8886
56Y6327	PC1012	2YR IOR 7x24x4hr		8740
				8750
91Y3940	PC1193	2YR IOR 5x9x4hr		7148
				7147
91Y3939	PC1192	2YR IOR 7x24x4hr		7148
				7147
91Y3936	PC1189	2YR IOR 5x9x4hr		7376
				6630 011
				6630 012
91Y3935	PC1188	2YR IOR 7x24x4hr		7376
				6630 011
				6630 012
91Y6045	PC1357	2YR IOR 5x9x4hr		1754 A1X
				2583
91Y7875	PC1495	2YR IOR 5x9x4hr		0719 410
				0719 420

91Y7879	PC1499	2YR IOR 5x9x4hr	7309 G64 7309 64F
91Y7883	PC1503	2YR IOR 5x9x4hr	7309 BF9 7309 BD5 7309 BR6 7309 BF7
91Y7876	PC1496	2YR IOR 24x7x4hr	0719 410 0719 420
91Y7880	PC1500	2YR IOR 24x7x4hr	7309 G64 7309 64F
91Y7884	PC1504	2YR IOR 24x7x4hr	7309 BF9 7309 BD5 7309 BR6 7309 BF7
91Y8255	PC1516	2YR IOR 5x9x4hr	7987 AAX 8036 AFX 8036 ARX
91Y8259	PC1520	2YR IOR 5x9x4hr	7987 ABX
91Y8257	PC1518	2YR IOR 24x7x4hr	7987 AAX 8036 AFX 8036 ARX
91Y8261	PC1522	2YR IOR 24x7x4hr	7987 ABX
00A3550	PC1577	2YR IOR 5x9x4hr	9363
00A3551	PC1578	2YR IOR 24x7x4hr	9363
00A4726	PC1607	2YR IOR 5x9x4hr	3625 32Y 3625 50Y 3625 1TY
00A4727	PC1608	2YR IOR 24x7x4hr	3625 32Y 3625 50Y 3625 1TY
00A4730	PC1611	2YR IOR 5x9x4hr	7309 CF9 7309 CR9
00A4731	PC1612	2YR IOR 24x7x4hr	7309 CF9 7309 CR9
00A4787	PC1650	2YR IOR 24x7x4hr	7875
00A4782	PC1645	2YR IOR 5x9x4hr	7915
00A4783	PC1646	2YR IOR 24x7x4hr	7915
00X8636	PC1669	2YR IOR 24x7x4hr	8721
00X8638	PC1671	2YR IOR 24x7x4hr	8731
00X8640	PC1673	2YR IOR 24x7x4hr	8737
46Y1393	PC1755	2YR IOR 9x5x4hr	7158
46Y1394	PC1756	2YR IOR 24x7x4hr	7158
46Y1397	PC1759	2YR IOR 9x5x4hr	7160
46Y1398	PC1760	2YR IOR 24x7x4hr	7160
46Y1400	PC1762	2YR IOR 24x7x4hr	7906 8038
46Y1403	PC1765	2YR IOR 9x5x4hr	8722

46Y1404	PC1766	2YR IOR 24x7x4hr	8722
46Y1407	PC1769	2YR IOR 9x5x4hr	7914
46Y1408	PC1770	2YR IOR 24x7x4hr	7914
46Y1908	PC1838	2YR IOR 9x5x4hr	7382
46Y1909	PC1839	2YR IOR 24x7x4hr	7382
46Y1911	PC1841	2YR IOR 24x7x4hr	7917

The following System x Service offerings apply to United Kingdom only:

ServicePac part number	ID	ServicePac description	Eligible machine type Model
00A3621	PC1579	1YR IOR 5x9x4hr	0446 E13 0446 013
00A3622	PC1580	1YR IOR 24x7x4hr	0446 E13 0446 013
00A3623	PC1581	2YR IOR 5x9x4hr	0446 E13 0446 013
00A3624	PC1592	2YR IOR 24x7x4hr	0446 E13 0446 013

¹ This machine type is not applicable for the United Kingdom in this part number.

² Applicable to Czech Republic, Bulgaria, Croatia, Hungary, Poland, Romania, Serbia, Slovakia, Slovenia, Turkey, Ukraine, Morocco, Tunisia, Pakistan, and Egypt only.

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 Model
41C5746	PC430	1YR IOR 5x9 NBD	6218 9229
41C5747	PC431	1YR IOR 5x9 NBD	6227 9228
41C5748	PC432	1YR IOR 5x9 NBD	6217

Two-year offerings

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

The following two part numbers will be withdrawn from the portfolio effective January 31, 2012:

ServicePac part number	ID	ServicePac description	Eligible machine type Model
40M7582	PC424	1YR IOR 5x9x4hr	8855
40M7570	PC412	1YR IOR 7x24x4hr	8855

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 Model
65Y5106	PC1042	1YR IOR 9x5 NBD	8485
			8849
			8490
			8491
			4364
			4365
			1754 A1X
			2582
			2583
			65Y5108
8486			
7996			
7971			
1735			
1754 A2X			
65Y5110	PC1046	1YR IOR 9x5 NBD	8837
			4363
			4362
			7973
			7995
			8488
			4190
			4194
			4367
			4368
			7974
			7978
			8853
			8014
			8028
			8648
			7940
			7941
			8848
			7969
4252			
6630 010			
6630 E10			
7906			
8038			
65Y5112	PC1048	1YR IOR 9x5 NBD	8850
			7975
			7976
			7984
			4192
			7981
			7992

				4193
				8843
				8844
				4251
				4252
				7327
				7328
				1754 D1X
				9363
				7160
65Y5114	PC1050	1YR IOR 9x5 NBD		7972
				7985
				8847
				7979
				7901
				8842
				1733
				8678
				7946
				7870
				7836
				7837
				7379
				7871
				7872
				7944
				7377
				9361
				9362
				6630 011
				6630 012
				7873
				7158
				7382
65Y5116	PC1052	1YR IOR 9x5 NBD		8840
				7902
				8866
				7977
				3020
				7948
				8865
				7943
				7947
				9956
				7945
				7376
				9360
				1754 D2X
				5396
				3625 32Y
				3625 50Y
				3625 1TY
				7875
				8737
				7917
65Y5118	PC1054	1YR IOR 9x5 NBD		8863
				8841
				9308
				9307
				0446 013
				6630 013
				6630 E13
65Y5120	PC1056	1YR IOR 9x5 NBD		8864
				8877
				8677
				8731
65Y5122	PC1058	1YR IOR 9x5 NBD		8879
				8878
				8872

				7839
				7380
				0563 012
				7383
				7914
65Y5124	PC1060	1YR IOR 9x5 NBD		8874
				8765
				7163
				7141
				8852
				7148
				7164
				7147
				7309 CFC
				7309 CD8
				7915
65Y5126	PC1062	1YR IOR 9x5 NBD		7233
				7145
				0446 017
				7143
				7309 G52
				7309 52F
				7309 CF9
				7309 CR9
				8721
				8722
65Y5128	PC1064	1YR IOR 9x5 NBD		8886
65Y5191	PC1066	1YR IOR 9x5 NBD		8740
				8750
91Y7885	PC1505	1YR IOR 9x5 NBD		0719 410
				0719 420
				7309 BF9
				7309 BD5
				7309 BR6
				7309 BF7
91Y7887	PC1507	1YR IOR 9x5 NBD		7309 G64
				7309 64F
				8036 AFX
				8036 ARX
91Y8262	PC1523	1YR IOR 9x5 NBD		7987 AAX
91Y8264	PC1525	1YR IOR 9x5 NBD		7987 ABX

Two-year offerings

ServicePac part number	ID	ServicePac description	Eligible Machine type Model
65Y5107	PC1043	2YR IOR 9x5 NBD	8485
			8849
			8490
			8491
			4364
			4365
			1754 A1X
			2582
			2583
65Y5109	PC1045	2YR IOR 9x5 NBD	4347
			8486
			7996
			7971
			1735
			1754 A2X

65Y5111	PC1047	2YR IOR 9x5 NBD	4363
			4362
			7973
			7995
			4190
			4194
			4367
			4368
			7974
			7978
			8853
			8014
			8028
			7940
			7941
			7969
			4252
			6630 010
			6630 E10
			65Y5113
7976			
7984			
4192			
7981			
7992			
4193			
8844			
4251			
4252			
7327			
7328			
1754 D1X			
9363			
7160			
65Y5115	PC1051	2YR IOR 9x5 NBD	7972
			7985
			7979
			7901
			7946
			7870
			7836
			7837
			7379
			7871
			7872
			7944
			7377
			9361
			9362
			6630 011
6630 012			
65Y5117	PC1053	2YR IOR 9x5 NBD	7902
			8866
			7977
			3020
			7948
			8865
			7943
			7947
			9956
			7945
			7376
			9360
1754 D2X			
5396			

				3625 32Y
				3625 50Y
				3625 1TY
				7875
				8737
				7917
65Y5119	PC1055	2YR IOR 9x5 NBD		9307
				0446 013
				6630 013
				0446 E13
65Y5121	PC1057	2YR IOR 9x5 NBD		8864
				8877
				8731
65Y5123	PC1059	2YR IOR 9x5 NBD		8879
				8878
				8872
				7839
				7380
				0563 012
				7383
				7914
65Y5125	PC1061	2YR IOR 9x5 NBD		8874
				8765
				7163
				7141
				8852
				7148
				7164
				7147
				7309 CFC
				7309 CD8
				7915
65Y5127	PC1063	2YR IOR 9x5 NBD		7233
				7145
				0446 017
				7143
				7309 G52
				7309 52F
				7309 CF9
				7309 CR9
				8721
				8722
65Y5129	PC1065	2YR IOR 9x5 NBD		8886
65Y5192	PC1067	2YR IOR 9x5 NBD		8740
				8750
91Y7886	PC1506	2YR IOR 9x5 NBD		0719 410
				0719 420
				7309 BF9
				7309 BD5
				7309 BR6
				7309 BF7
91Y7888	PC1508	2YR IOR 9x5 NBD		7309 G64
				7309 64F
				8036 AFX
				8036 ARX
91Y8263	PC1524	2YR IOR 9x5 NBD		7987 AAX
91Y8265	PC1526	2YR IOR 9x5 NBD		7987 ABX

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

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus³
- Czech Republic
- Denmark
- Egypt
- Estonia⁴
- Finland
- France⁵
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Latvia⁴
- Lithuania⁴
- Luxembourg
- Netherlands
- Norway
- Pakistan
- Poland
- Portugal
- Romania
- Russia
- Saudi Arabia
- South Africa
- Serbia
- Slovakia
- Slovenia

- Spain
- Sweden
- Switzerland
- Turkey
- UAE
- Ukraine
- United Kingdom⁶
- Nigeria⁷
- Kenya⁸
- Angola
- Tanzania
- Botswana
- Mozambique
- Tunisia
- Morocco

³ 9x5 offerings announced only

⁴ Order and registration via Finland

⁵ Except overseas territories

⁶ UK mainland only

⁷ 5x9x4 and 7x24x4 offerings available in Lagos only

⁸ 5x9x4 and 7x24x4 offerings available in Nairobi only

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