

IBM ThinkPad US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

IBM ServicePac for Warranty and Maintenance Options

With IBM ServicePac for Warranty and Maintenance Options, you can upgrade the service included with your hardware's original warranty. Choose the right package with the service response time that's right for you, with coverage for parts and labor.

We provide a range of service levels based on your specific product type. Choose the level that best meets your service need. Service must be purchased during the original product warranty period, and your service term begins concurrent with the product warranty.

IBM ServicePac services are:

- Easy to use
- Affordable
- Available in convenient configurations

Service options meet your needs

To select the ServicePac that's right for you, from the table below simply...

1. Select the Machine Name, Type and Model Number that matches the system for which you'd like to upgrade the warranty service
2. Choose the Service Level* that meets your service needs
3. Contact your IBM Business Partner or call 1-800-426-7235, Option 2 to place your order

| Machine Name | Machine Type | Model Number | Service Description* | IBM Part Number - Electronic | Estimated Retail Price | Base Warranty |
|------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------|------------------------|--------------------------------------------------|
| ThinkPad 310 | 2600 | B0U 50U | 1 YR 9x5 Onsite | 30L9188 | \$49 | 1 year parts & labor Depot repair service |
| ThinkPad 240 | 2609 | 11U 21U 31U | 2 YR 9x5 Onsite | 30L9189 | \$197 | |
| ThinkPad i Series 1400, 1500 | 2611 | 410 411 412 450 451 452 472 512 552 | 3 YR 9x5 Onsite | 30L9195 | \$345 | |
| | 2621 | 540 560 | 4 YR 9x5 Onsite | 30L9196 | \$493 | |
| ThinkPad 365 | 2625 | 203 205 1E9 2E9 2R9 3E9 3R9 4E9 4EZ 4R9 6E3 6E7 7E7 A05 DEE DEF EEF ERF FE9 FR9 GE9 GR9 W9A W9G W11 W12 W14 | 2 YR Depot | 30L9191 | \$99 | |
| | | | 3 YR Depot | 30L9192 | \$198 | |
| | | | 4 YR Depot | 30L9193 | \$297 | |
| ThinkPad 390, 390E | 2626 | 20U 50U 70U 90U A0U C0U D0U ENU E0U AAA AAB AAC AAD ABA ABB ABC ABD B0U L0U M0U LNU MNU | | | | |
| ThinkPad i Series 1720 | 2627 | 720 721 | | | | |
| ThinkPad 380, 385 | 2635 | 2AU 2EU 3AU 3EU 5AU 5EU 6AU 6EU 7AU 8AU 8E4 8EU 9AU 9E4 9EU 10U 40U AA1 AA2 AA3 AA4 AA5 AA6 AA7 AA8 AA9 A10 A11 A12 AAU BAA BAB BAC BAU BBA BBB BBC EAU FAU DEU HBU HGU JBU JCU JGU LEU | | | | |
| ThinkPad 560 | 2640 | 10U 20U 30U 32U 40U 42U 45U 50A 50C 60U 70U 85U 90U 91U B0U B1U E0A E0C F0D F0E F0G | | | | |
| SelectaDock I, II, III | 3547 | 001 002 003 J03 | | | | |

| Machine Name | Machine Type | Model Number | Service Description* | IBM Part Number - Electronic | Estimated Retail Price | Base Warranty |
|----------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------|------------------------|-----------------------|
| ThinkPad 701* <i>Not eligible for onsite service</i> | 2630* | 2SU 2TU 5SU 5TU 7SU 7TU US2 US5 UT2 UT5 | 2 YR 9x5 Onsite 3 YR 9x5 Onsite 4 YR 9x5 Onsite | 30L9190 30L9197 30L9198 | \$98 \$147 \$295 | 3 years parts & labor |
| ThinkPad 570 | 2644 | 1AU 2AU 3AU 1BU 3BU | 4 YR Depot | 30L9194 | \$99 | Depot repair service |
| ThinkPad 600 | 2645 | 3AU 3EU 4AU 4BU 4EU 5AU 5BU 5EU 7EU 8AU 8BU 8EU 9EU 21U 31U 32U 35U 41U 42U 45U 51U 55U 85U A1U A5U AAA AAB AAC AAD AAE AAF AAU ABA ABB ABC ABD ABE ABF BAA BAB BAC BAD BAE BAF BAG BAH BAJ BAU BBA BBB BBC BBD BBE BBF BBG BBH BBJ CAA CAB CAC CAD CAE CAF CAG CAH CAJ CBA CBB CBC CBD CBE CBF CBG CBH CBI CBJ CBK CBL CBM CBN CBO CBP CBQ CBR CCA CCB CCC CCD CCE CCF CCG CCH CCI CCJ CCK DAA DAB DAC DAD DAE DAF DAG DAH DAI DAJ DAK DAL DBA DBB DBC DBD DBE DBF DBG DBH DBI DBJ DBK DBL | | | | |
| ThinkPad 750, 755 | 9545 | 8BJ ABJ ABK EBK EBL FBK FBL GBK GBL HBD HBE HBL SBJ SBK | | | | |
| ThinkPad 760E, 760ED, 765 | 9546 | A27 F0Y U11 U13 U21 U22 U27 U28 U1A U1C U2A U2B U2H U2J U3A U3B U3L U4A U4B U9A U9B U9E U9H | | | | |
| ThinkPad 760L, 760EL, 760XL | 9547 | U01 U31 U48 U0A U0R U3A U3F U3R U4F U4G U4H U4K U4R U4S U4T U6F U6G U6H U6R U9C U9J U9K U9L | | | | |
| ThinkPad 770 | 9548 | 30U 31U 32U 40U 51U 52U 53U 61U DJA DJB DJC DJD DJE DJF DKA DKB DKC DKD DKE DKF DJG DJH DKG DKH DLA DLB DLC DLD DLE DLF EJA EJB EJC EJD EJE EJF EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF | | | | |
| | 9549 | 1AU 5AU 7AU 7BU 71U 72U 73U 8AU 81U 8BU 82U 83U EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF FKA FKB FKC FKD FKE FKF FLA FLB FLC FLD FLE FLF FMA FMB FMC FMD FME FMF FMG FMH | | | | |

this list is current as of 10/28/99

***Service Level**

9 x 5/Next Business Day

A service technician is scheduled to arrive at your location on the business day after we receive your call. Service hours are 8 a.m. to 5 p.m. local time, Monday through Friday, excluding IBM holidays.

Depot repair

A courier picks up your ThinkPad and delivers it to our depot repair center, where our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.

Locations eligible for onsite service for mobile products

Onsite service for the specific service levels listed above will be provided within a 50-mile radius of the cities indicated on this list, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip find. Zip find can be found on the World Wide Web at <http://link-usa.com/zipcode/default.htm>

| | | |
|--------------------------|----------------------------------|----------------------------|
| Albany, NY - 12207 | Knoxville, TN - 37902 | Portland, OR - 97204 |
| Albuquerque, NM - 87103 | Las Vegas, NV - 89101 | Raleigh, NC - 27602 |
| Atlanta, GA - 30335 | Lexington, KY - 40507 | Richmond, VA - 23219 |
| Austin, TX - 78767 | Little Rock, AK - 72201 | Rochester, MN - 55902 |
| Baltimore, MD - 21202 | Long Beach, CA - 90802 | Rochester, NY - 14614 |
| Bethlehem, PA - 18018 | Long Island, NY - 11787 | Rock Hill, SC - 29730 |
| Birmingham, AL - 35203 | Los Angeles, CA - 90012 | Sacramento, CA - 95814 |
| Boca Raton, FL - 33432 | Memphis, TN - 38103 | Salt Lake City, UT - 84111 |
| Boise, ID - 83702 | Miami, FL - 33133 | San Antonio, TX - 78205 |
| Boston, MA - 02108 | Jackson, MS - 39205 | San Diego, CA - 92101 |
| Buffalo, NY - 14202 | Jacksonville, FL - 32202 | San Francisco, CA - 94102 |
| Charlotte, NC - 28202 | Kansas City, MO - 64106 | San Jose, CA - 95110 |
| Chicago, IL - 60602 | Milwaukee, WI - 53202 | San Juan, PR - 00918 |
| Cincinnati, OH - 45202 | Minneapolis/St. Paul, MN - 55415 | Seattle, WA - 98104 |
| Cleveland, OH - 44114 | Molin, IL - 61265 | St. Louis, MO - 63103 |
| Columbia, SC - 29201 | Nashville, TN - 37201 | Syracuse, NY - 13202 |
| Columbus, OH - 43217 | Newark, NJ - 07102 | Tallahassee, FL - 32301 |
| Dallas, TX - 75201 | New Orleans, LA - 70112 | Tampa, FL - 33602 |
| Denver, CO - 80202 | New York, NY - 10007 | Tulsa, OK - 74103 |
| Des Moines, IA - 50309 | Omaha, NE - 68183 | Tucson, AZ - 85701 |
| Detroit, MI - 48226 | Orlando, FL - 32801 | Washington, DC - 20001 |
| Harrisburg, PA - 17101 | Petersburg, VA - 23803 | White Plains, NY - 10601 |
| Hartford, CT - 06103 | Philadelphia, PA - 19107 | Wichita, KS - 67202 |
| Houston, TX - 77002 | Phoenix, AZ - 85003 | |
| Indianapolis, IN - 46204 | Pittsburgh, PA - 15219 | |

International service for IBM ThinkPad notebooks

When you travel and work internationally, you want to feel secure that service for your ThinkPad notebook is available wherever your business takes you. If you have purchased a warranty service upgrade or maintenance agreement from IBM, international service is now available to you in all countries where ThinkPad notebooks are serviced by IBM. This additional coverage is provided, at no additional charge, as part of all current or new IBM maintenance agreements.

Please note that this service is intended to cover US customers traveling abroad and is not intended for export or for coverage of ThinkPads permanently relocated to a country outside of the US.

You must register with IBM to be eligible for international coverage by calling one of the four registration offices listed below. If you have purchased an IBM ServicePac for Warranty and Maintenance Options, you can register for international service for your ThinkPad notebook at the same time you call to register your ServicePac.

| | |
|----------------------|-------------------------|
| United States | 1-800-497-7426 |
| Scotland | (44) 1475-893638 |
| Japan | (81) 462-73-7598 |
| Australia | (61) 2-9354-4171 |

You should be prepared to provide the following information to register for this service:

- Customer/Company name
- Address
- Country of service purchase
- Machine type, model and serial number
- Original date of ThinkPad notebook purchase
- Proof of service purchase

IBM will send you a registration package that contains a service entitlement certificate and a list of telephone numbers to call when you require service abroad. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

****Limitations of service***

- Service options available are based on specific product and must be purchased during the original warranty period.
- Service levels are response time objectives and are not guarantees
- Onsite service for mobile products and 24x7 2-hour service for servers is available only in the US metropolitan locations listed for those service options.
- For ThinkPads requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center.
- For failing non-IBM components, customer must provide replacement part unless IBM has a Technical Support Agreement (TSA) with the manufacturer.
- Service does not cover accessories, supply items and certain parts such as batteries, frames and covers
- This offering is available for Machines used solely for business, professional or trade purposes and not for personal, family, or household purposes.
- Service is not provided in homes or home offices.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner or call 1-800-426-7235, Option 2***