



# Smarter protects your IT investment

Lenovo offers a comprehensive portfolio of services that support you during the lifecycle of your Lenovo IT assets.

At every stage from planning, deployment, support, to asset recovery, Lenovo offers the expertise and services to help you more accurately budget for IT expenses, enjoy quicker service times and keep end users productive and happy.

Let Lenovo Services' unique offerings and expertise help you get the most out of your technology investment.

**Smarter  
technology  
for all**

**Lenovo**

# Why Lenovo?

- 1.** No one knows our products like we do. The best products deserve the best service.
- 2.** Certified Lenovo technicians use Lenovo-Qualified parts for the highest quality repairs.
- 3.** Our global network of regional support centers offers consistent, local-language support to your organization and employees, wherever they are.

## Lenovo Warranty Services offer



### Cost savings

Minimize unplanned operating and maintenance expenses.



### Shortened repair and downtime

Convenient Premier Support and Onsite warranty.



### Need-based customization

Lenovo's flexible warranty options are designed to fit the varying needs within an organization. Match service coverage duration with the expected lifecycle of your PCs.



### Global coverage

Consistent service levels for multinational organization, with in region and local language support.

# How does it work?

## Lenovo base warranty

All Lenovo Warranty Services are performed by Lenovo-trained technicians in certified repair centers, using only Lenovo-approved parts. The base warranty on your Lenovo purchase includes:

- Default 1- or 3-year coverage windows.
- Onsite Support or Pickup & Return Service.
- Optional Customer Carry-in.

## Warranty extensions & upgrades

Renew at the end of your original warranty and enjoy the same ease of mind as if you just start using your device on day one.

- Extend your warranty at any point up to 3 or 5 years depending on the device that provides a fixed-term, fixed-cost service solution that allows accurate budgeting for equipment expenses.
- Warranty upgrades enable customers to vary response time and level of service to match critical support needs.

## International Warranty Upgrade

Travel Internationally? Get the International Warranty Upgrade to extend your Accidental Damage Protection coverage, Keep Your Drive Service, and Sealed Battery Warranty.

These options can be selected at the time of purchase or within the term of initial base warranty coverage.

# Flexibility that meets your needs

## Repair at a Lenovo location

- Mail-in – Parts and labor repair coverage, where the customer is responsible for shipping (including packaging) to authorized warranty provider or repair center.<sup>1</sup>
- Carry-in – Parts and labor repair coverage, where the customer is responsible for delivery to authorized warranty provider or repair center.<sup>1</sup>
- Depot – Parts and labor repair coverage, where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.

## Repair at Customer's location

- Onsite – Parts and labor repair coverage, where labor is provided onsite at the customer's place of business or home. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, or with a customer replaceable unit (CRU) part, a technician will be dispatched for an onsite repair.<sup>2</sup>
- Tech Install CRU (Customer Replaceable Unit parts) – With an onsite warranty installation of self-service CRUs is the customer's responsibility. For some customers CRU installation is not possible. With Tech Install CRU service Lenovo's onsite service is enhanced to include installation of all internal CRU parts.<sup>2</sup>

# Other warranty upgrades

## Sealed Battery Warranty

This service offers battery replacements, delivered by Lenovo Authorized Service Providers, for a fraction of the replacement cost for a sealed battery. Sealed Battery Warranty includes a single replacement and is available from 1 to 3 years for notebooks or 1 to 2 years for tablets.

## Accidental Damage Protection

Today's highly mobile workforce knows that accidents happen. Drops, bumps, and spills can damage even the most durable tablets and PCs. Lenovo's Accidental Damage Protection service covers accidents beyond the system warranty and protects your devices from non-warranty operational or structural failures incurred under normal operating conditions. This service prevents IT departments from purchasing and managing spare inventory for damaged units. Accidental Damage Protection offers continued coverage and multiple repairs, or a single device replacement.

## Accidental Damage Protection "One"

Accidental Damage Protection One is perfect when unintentional damage isn't so common, permitting a single repair during the coverage period. Available on selected tablets.

## Keep Your Drive Service

Lenovo's Keep Your Drive Service is the convenient, secure way to retain your drives and confidential data in the unlikely event of a hardware failure. Keep Your Drive supports IT security initiatives, keeping sensitive company data on premises. Available when you purchase systems or at any time during the system's warranty period, Keep Your Drive coverage continues throughout the system's limited warranty duration (even if the hard drive has been replaced). Keep Your Drive covers: Multiple Drives - Solid State Drives - Hard Drives.



**Speak with your Lenovo representative today.**

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1. Carry-in or Mail-in Service may not be available in all regions.
2. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone or through a customer replaceable part, repair will be made on-site.

Lenovo Services not available for every model and are subject to availability. Lenovo reserves the right to alter product offerings and specifications, at any time, without notice. Lenovo makes every effort to ensure accuracy of information but is not liable or responsible for any editorial, photographic, or typographic errors. Images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit [www.lenovo.com](http://www.lenovo.com). Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product and service names may be trademarks or service marks of others. © **Lenovo 2022. All rights reserved.**

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