

IBM Monitors 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 to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
2248	2248	R01	3 YR 24x7x4 hour exchange 3 YR 9x5/next day exchange	30L9181 30L9206	\$368 \$240	1 year customer carry-in exchange or customer mail-in exchange
E51	6333	07N 47N				
G40	6542	103 301 313 (touch screen)				
G41	6543	313 (touch screen)				
G42	6540	00N Q0N				
G50	6543	301 333				
G51	6541	02N 0AN 4AN				
G70	6544	401 403 413 (touch screen) 433				
G200	6545	603	3 YR 24x7x4 hour exchange	30L9182	\$768	
			3 YR 9x5/next day exchange	30L9207	\$520	

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
E54	6331	A2N B2N M2N N2N	3 YR 24x7x4 hour exchange	30L9183	\$90	3 years customer carry-in exchange or customer mail-in exchange
E74	6332	01N 02N J1N				
E74M	6517	07N 47N	3 YR 9x5/next day exchange	30L9179	\$60	
E94	6634	00N 40N				
G52,G54	6546	00N 40N 4AN 0AN B2N Q0N				
G72,G74	6547	00N 01N 0AN 40N 41N 4AN Q0N				
G76	6548	01N 41N				
G78	6627	0AN 4AN				
G94,G96	6549	00N 0AN 40N 4AN				
P50	6553	503 50Z 523				
P70	6554	603 673 6E3				
P72	6556	03N 43N				
P76	6550	23N 63N				
P92	6557	03N 43N				
P96	6551	23N 63N				
P200, P201	6555	703 773 7E3 803 8E3				
P202	6558	03N 43N				
P260	6552	23N 63N				
Flat Panel Displays						
TFT	9483	AG1				
	9514	A03 B03 B23				
	9516	A03 A13 A23 B03 B13 B23				
T54	9511	AG1 AW1 HG2 HW2				
T55A	9513	AG1 AW1				
T55D	9513	DG0 DG1 DW0 DW1				
T56A	9493	AG1 AW1				
T74A	9495	AG1 AW1				
T84	6658	HG2 HW2				
T85A	9519	AG1 AW1				
T85D	9519	DG0 DG1 DG2 DW0 DW1 DW2				
T86	9497	AG1 AG6 AW1 AW6				

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****Service Levels***

24 x 7 x 4 Hour

A service technician is scheduled to arrive at your location within 4 hours after remote problem determination is completed. Service is provided around the clock every day, including IBM holidays.

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.

Note: Monitors receive onsite exchange

Limitations of service

These services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. A service technician is scheduled to arrive at your location within two or four business hours or the next business day (depending on service) after remote problem determination is completed. For the 9x5x4 hour service, calls dispatched after 1:00 p.m. local time, you can expect the service technician to arrive by the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. Onsite 24x7x2 hour service is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached Machine. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/its/us/source/wamomxeu.pdf> for complete details.

For ThinkPad notebooks 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 with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner.***