

# IBM Maintenance Services - ServicePac for Warranty and Maintenance Options

## Warranty Service Upgrade (WSU) Supported Products List

### Post-warranty maintenance agreement or warranty service upgrade

#### Which service coverage is right for me?

- If your IBM machine is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac®) is right for you. For details, visit <http://www-1.ibm.com/services/its/us/spwmain.html>
- If your IBM machine is still within its original warranty period, then you can upgrade your service with a ServicePac WSU (see details below). To purchase this offering, visit [http://www-132.ibm.com/content/home/store\\_IBMPublicUSA/en\\_US/main\\_warranty\\_service\\_upgrades.html](http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/main_warranty_service_upgrades.html)

### Warranty Service Upgrade Overview

- Provides repair or exchange services of your IBM equipment.
- Choose from a variety of service options, with coverage for parts and labor, so you can select the package with the response time that fits your needs.
- Options available are based on specific product. See supported product listing found later in this document.
- Service is only available for non-refurbished machines released and purchased in the United States. Special Bid machines are not eligible.
- Only non-configured server peripherals are eligible for warranty service upgrades.
- Service period begins with the product warranty, and includes the original limited product warranty period.
- IBM performs hardware problem determination to the component level. For non-IBM components you must provide the replacement part and IBM will provide the labor to replace it. If IBM has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- Service must be purchased with the product or at any time during the original product warranty period.
  - ✓ Service cannot be prorated, refunded or transferred.
- International service is also available for ThinkPad notebooks under IBM warranty service upgrade or maintenance agreement. See the "International service for IBM ThinkPad notebooks" section found later in this document for full details.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/services/servicepac/us>
- Before making your purchase decision, please read the "Limitations of Service" statement on page 3 of this document for important details.

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit [ibm.com](http://ibm.com), or contact your IBM Business Partner.

### Service response times

24x7x2 hour	A service technician is scheduled to arrive at your location within two hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
24x7x4 hour	A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
9x5x4 hour	A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For noncritical service requests, a service technician will arrive by the end of the following business day.
9x5/next business day	A service technician is scheduled to arrive at your location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays.

*\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees.*

*\*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.*

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## Service levels

IBM onsite repair (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival (ThinkPads) or 5 business days (Point of Sale equipment). ThinkPads arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
IBM onsite exchange (IOE)	<p><i>For IBM monitors and server peripherals:</i> A service technician will come to your location with a replacement machine and perform the equipment exchange.</p> <p><i>For IBM printers:</i> A courier will deliver a replacement machine to you in exchange for your failed machine, and a service technician will arrive to uninstall the failed machine and install the replacement machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. In addition, the service technician will handle all return shipping responsibilities. All shipping and handling is paid for by IBM.</p>
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your failed machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by IBM.

## Service option availability by hardware type

Service Options <sup>1</sup>	IBM Hardware Type						
	Notebooks	Desktops	Monitors	Servers	Server peripherals <sup>2</sup>	Point-of-sale systems	Printing systems
<b>Repair Options (IOR = IBM onsite repair)</b>							
IOR 24x7x2 hour <sup>3</sup>	----	----	----	3, 4 or 5 yrs	3, 4 or 5 yrs	----	----
IOR 24x7x4 hour	----	3 or 4 yrs	----	3, 4 or 5 yrs	3, 4 or 5 yrs	1 or 3 yrs	1, 2, 3, 4 or 5 yrs
IOR 9x5x4 hour	----	1, 2, 3 or 4 yrs	----	3, 4 or 5 yrs	3 yrs	----	----
IOR 9x5/next business day	1, 2, 3, 4 or 5 yrs	2, 3 or 4 yrs	----	3, 4 or 5 yrs	3 yrs	1 or 3 yrs	1, 2, 3, 4 or 5 yrs
EasyServ depot repair	2, 3, 4 or 5 yrs	----	----	----	----	3 yrs	----
<b>Exchange Options (IOE = IBM onsite exchange)</b>							
IOE 24x7x2 hour <sup>3</sup>	----	----	----	----	3 or 5 yrs	----	----
IOE 24x7x4 hour	----	----	3 or 4 yrs	----	3 or 5 yrs	----	----
IOE 9x5x4 hour	----	----	----	----	3 yrs	----	----
IOE 9x5/next business day	----	----	3 or 4 yrs	----	3 yrs	----	1, 2, 3, 4 or 5 yrs
EasyServ exchange	----	----	----	----	----	----	2, 3, 4 or 5 yrs

<sup>1</sup> Service options may vary by machine type and/or model. <sup>2</sup> Only non-configured server peripherals are eligible for warranty service upgrades. <sup>3</sup> 24x7x2 hour service is available in select metropolitan locations only.

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## Limitations of service for IBM Maintenance Services - ServicePac for Warranty and Maintenance Options for PC Products

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.

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, you must provide the 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.

## 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. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

You must register with IBM to be eligible for international coverage by calling one of our 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. 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.

United States 1-800-497-7426

Australia (61) 2-9354-4171

Japan (81) 462-73-7598

Scotland (44) 1475-893638

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

## Locations eligible for specific service options

Onsite 24x7x2 hour service for servers and server peripherals will be provided within a 50-mile radius of the cities indicated on the list below, 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 Internet at: <http://zipfind.net/>

Akron, OH 44308 Albuquerque, NM 87103 Allentown, PA 18101 Atlanta, GA 30335 Austin, TX 78767 Baltimore, MD 21202 Baton Rouge, LA 70816 Birmingham, AL 35203 Boston, MA 02108 Bridgeport, CT 06604 Buffalo, NY 14202 Charlotte, NC 28202 Chicago, IL 60602 Cincinnati, OH 45202	Cleveland, OH 44114 Columbia, SC 29201 Columbus, OH 43215 Dayton, OH 45401 Denver, CO 80202 Detroit, MI 48226 Fort Worth, TX 76102 Greensboro, NC 27402 Harrisburg, PA 17101 Hartford, CT 06103 Honolulu, HI 96813 Houston, TX 77002 Indianapolis, IN 46204 Jacksonville, FL 32202	Kansas City, MO 64106 Las Vegas, NV 89101 Los Angeles, CA 90012 Louisville, KY 40202 Memphis, TN 38103 Miami, FL 33133 Milwaukee, WI 53202 Minneapolis, MN 55415 Nashville, TN 37201 New Orleans, LA 70112 New York, NY 10007 Newark, NJ 07102 Norfolk, VA 23510 Oklahoma City, OK 73102	Omaha, NE 68183 Orlando, FL 32801 Philadelphia, PA 19107 Phoenix, AZ 85003 Pittsburgh, PA 15219 Portland, OR 97204 Providence, RI 02903 Raleigh, NC 27602 Richmond, VA 23219 Rochester, NY 14614 Sacramento, CA 95814 Salt Lake City, UT 84111 San Antonio, TX 78205 San Diego, CA 92101	San Francisco, CA 94102 San Jose, CA 95110 Seattle, WA 98104 St. Louis, MO 63103 St. Paul, MN 55102 St. Petersburg, FL 33731 Syracuse, NY 13202 Tacoma, WA 98402 Tampa, FL 33602 Toledo, OH 43604 Virginia Beach, VA 23456 Washington, DC 20001 West Palm Beach, FL 33402 Wilmington, DE 19801
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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
<b>IBM Servers</b> (listed in ascending order by Machine Type)						
Netfinity 3000	8476	10U 11U 15U 16U 20U 21U 30U 31U 40U 41U 50U 51U 60U 61U 70U 71U 80U 81U 90U 91U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1275 \$1530 \$900 \$1260 \$1800 \$2160	3 years parts and labor  Next business day response
Netfinity 1000	8477	31Y 42Y 51Y 61Y	3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	21P2017 21P2018	\$500 \$925	1 year parts and labor  Next business day response
xSeries 200	8478	10X 11X 12X 20X 21X 22X 30X 31X 40X 41X 47X 50X 51X 60X 61X 70X 71X 73X 75X 76X 78X	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2021 21P2023 21P2022 21P2094	\$149 \$382 \$748 \$898	3 years parts / 1 year labor  Next business day response
xSeries 200	8479	10X 11X 31X 32X 34X 3AX 40X 41X 44X 45X 47X 50X 51X 54X 60X 61X 63X 68X CTO	4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9234 69P9235 69P9236 69P9237 69P9238 69P9239 69P9240 69P9241	\$637 \$891 \$1273 \$1528 \$899 \$1259 \$1798 \$2158	Next business day response
xSeries 205	8480	13X 22X 23X 24X 26X 28X 29X 2AX 32X 33X 34X 35X 36X 37X 38X 39X 3AX 3BX 3CX 3DX 3EX 3FX 42X 43X 4AX 4BX 52X 53X 5AX 5BX 5CX 5DX 62X 63X 6AX 93X 94X 95X ALB CTO W11 Y11	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$149 \$348 \$698 \$838	1 year parts and labor  Next business day response
xSeries 200	8481	11X 21X 31X				
PC Server 315	8638	PJ0 PS0 PSV PSW PT0 PTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065	\$600 \$750 \$900	3 years parts and labor  Next business day response
PC Server 310	8639	0D0 0DT 0E0 0E4 0E5 0E6 0EV 0XT 0Z0 0ZT 1RY 2RY 3BX 8S0 EJ0 ES0 ESV MXT PB0 PS0 PT0 PTW RB0 RS0				
PC Server 320/330	8640	0D0 0DV 0N0 0NJ 0P0 0PT 0X0 0XT 0Y0 0YS 0YT 0YV 0Z0 0ZV 11T 11Y 1D0 1DS 1Y0 1YT 1YV 1Z0 21Y 2D0 2Z0 3D0 3Z0 4N0 4YV ANW CY0 CYR EE0 EE1 EES EEV EM2 ES0 ES2 ESS IDS IS2 MD0 MD2 MDS MDV MX0 MXT MY0 MYR MYT MYV MZ0 MZ1 MZ2 MZV NT3 NTN OYV PB0 PM0 PS0 PT0 SUN Z01 Z02 Z03 Z04 Z05 Z06 Z07 Z08 Z09 Z0A Z0B Z0C Z0D Z0E Z0F Z0G Z0H Z0I Z0J Z0K Z0L Z0M Z0N Z0P Z0Q Z0R Z0S Z0T Z0U Z11 Z12 Z13 Z14 Z15 Z16 Z17 Z18 Z19 Z1A Z1B Z1C Z1D Z1E Z1F Z1G Z1H Z1J Z1K Z1L Z1M Z1N Z1P Z1Q	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$1350 \$1495 \$1794 \$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	3 years parts and labor  Next business day response
Netfinity 3500	8644	10U 20U 21U 30U NCP NCS	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1275 \$1530 \$900 \$1260 \$1800 \$2160	3 years parts and labor  Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
xSeries 220	8645	21X 22X 2AX 31X 32X 34X 3AX 41X 42X 4AX 51X 52X 5AX	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	21P2021 21P2023 21P2022	\$149 \$382 \$748	3 years parts / 1 year labor
xSeries 220	8646	21X 2AX 2BX 31X 34X 3AX 41X 43X 4AX 4CX 4DX 4EX 51X 5AX	3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2094 69P9234 69P9235 69P9236 69P9237 69P9238 69P9239 69P9240 69P9241	\$898 \$637 \$891 \$1273 \$1528 \$899 \$1259 \$1798 \$2158	Next business day response
xSeries 225	8647	22X 2AX 2BX 2CX 32X 33X 3AX 3BX 3CX 3EX 3FX 3HX 3GX 42X 4AX 4BX 4EX 52X 5AX 5BX 5CX 62X 6AX 6BX CTO	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	96P2248 96P2249 96P2250 96P2251	\$149 \$600 \$1000 \$1200	1 year parts and labor Next business day response
<u>xSeries 225</u>	<u>8649</u>	<u>62X 6AX 6BX 52X 5AX 5BX 42X 4AX 4BX CTO</u>	<u>3 YR onsite repair 9x5/next day</u> <u>3 YR onsite repair 9x5x4 hour</u> <u>3 YR onsite repair 24x7x4 hour</u> <u>3 YR onsite repair 24x7x2 hour</u>	<u>96P2248</u> <u>96P2249</u> <u>96P2250</u> <u>96P2251</u>	<u>\$149</u> <u>\$600</u> <u>\$1000</u> <u>\$1200</u>	<u>1 year parts and labor</u> <u>Next business day response</u>
Netfinity 7000	8651	RH0 RM0 TH0 TM0	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2738 30L9187 31L2723 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1800 \$1995 \$2394 \$1864 \$2609 \$3727 \$4472 \$2730 \$3821 \$5459 \$6551	3 years parts and labor Next business day response
xSeries 130, xSeries 135, xSeries 300, xSeries 330	8654	11Y 1XX 1YX 31Y 37X 38X 41Y 43Y 51Y 52Y 55X 56X 5CX 5DX 5FX 5GX 5HX 5JX 62U 94U C2U CTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2072 21P2073 21P2074 69P9242 69P9243 69P9244 69P9245 69P9246 69P9247 69P9248 69P9249	\$350 \$450 \$540 \$435 \$609 \$870 \$1044 \$645 \$903 \$1290 \$1548	3 years parts and labor Next business day response
Netfinity 3500 M10	8655	11Y 12Y 21Y 22Y 31Y 32Y	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1275 \$1530 \$900 \$1260 \$1800 \$2160	3 years parts and labor Next business day response
Netfinity 4500R, xSeries 340	8656	1RY 2RY 3RY 45X 46X 47X 4RY 5RY 6RY FRY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$1350 \$1495 \$1794 \$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
Netfinity 3500 M20	8657	21Y 22Y 31Y 32Y 41Y 42Y	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1275 \$1530 \$900 \$1260 \$1800 \$2160	3 years parts and labor  Next business day response
Netfinity 5100, xSeries 150, xSeries 230	8658	11Y 15Y 1RY 21Y 2RY 31Y 33Y 3RY 3XY 41Y 4RY 51Y 5RY 5SY 5TY 61Y 6RY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$1350 \$1495 \$1794 \$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	3 years parts and labor  Next business day response
Netfinity 5000/5000 Rack Mounted	8659	12Y 1SY 22Y 2SY 31Y 33Y 3RY 41Y 49G 4AY 4BY 4CY 4DY 4EY 4FY 4HY 4JY 4KY 4LY 4MY 4QY 4RG 4RY 4SY 4UY 4VY 51Y 5RY 61Y 6RY 71Y 7RY 81Y 8RY DRY DWY	4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	Next business day response
Netfinity 5500	8660	11U 11X 1AU 1BU 1RU 41U 42U 4RU 4SU 51U 51X 52U 5RU 5SU 61U 6RU 72U 7SU	5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9215 69P9216 69P9217	\$2517 \$3595 \$4314	
Netfinity 5500 M10/5500 M10 Rack Mounted	8661	11Y 1RY 2RY 31Y 3RY 4RG 4RY 4SG 51Y 5RY				
Netfinity 5500 M20/5500 M20 Rack Mounted	8662	31Y 3AY 3BY 3CY 3DY 3RY 41Y 4AY 4BY 4CY 4DY 4RY 51Y 5RY 61Y 6RY				
Netfinity 5600/5600 Rack Mounted, xSeries 240	8664	11Y 1RY 21Y 2RY 31Y 3RY 41Y 4RY 51Y 5RY 61Y 6RY 71Y 7RY 81Y 83X 8RX 8RY 8SX 8TX 8UX 8VX 8WX 8YX				
Netfinity 7600, xSeries 250	8665	1AY 1RY 2RY 3RY 4RY 5RY 61Y 6AY 6BY 6CY 6DY 6EY 6FY 6RY 71Y 7AY 7RY 81Y 8AY 8GY 8RY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2738 30L9187 31L2723 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1800 \$1995 \$2394 \$1864 \$2609 \$3727 \$4472 \$2730 \$3821 \$5459 \$6551	3 years parts and labor  Next business day response
Netfinity 7100	8666	11Y 1CY 1DY 1RY 21Y 2RY 31Y 3RY 41Y 4RY	4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1864 \$2609 \$3727 \$4472 \$2730 \$3821 \$5459 \$6551	Next business day response
xSeries 232	8668	11X 13X 1RX 21X 22X 24X 28X 2RX 2SX 2TX 41X 42X 43G 44X 49X 4AX 4BX 4DX 4EX 4FX 4GX 4HX 4JX 4RX 4SX 4TX 4YX 54X 5TX 5UX 5VX 5WX 5YX ALB G81 G82 G83	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1144 \$1634 \$1961 \$1290 \$1805 \$2579 \$3095	3 years parts and labor  Next business day response

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**IBM ServicePac - Warranty Service Upgrade Supported Products List**

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
xSeries 342	8669	1RX 2BX 2RX 2SX 2TX 2WX 2YX 2ZX 4DX 4EX 4FX 4GX 4HX 4JX 4KX 4LX 4RX 4SX 4VX 5RX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	21P2077 21P2078	\$450 \$600	3 years parts and labor
xSeries 345	8670	11X 13X 14X 15X 16X 17X 18X 19X 1AX 1BX 21X 23X 24X 25X 31X 33X 34X 35X 36X 37X 38X 3AX 3BX 3CX 3DX 3EX 3FX 3GX 3HX 3JX 3KX 3LX 3MX 3NX 3QX 51X 56X 57X 61X 6AX 6CX 6FX 6GX 6HX 6KX 6NX 6PX 6SX 6UX 6ZX 71X 73X 75X 7AX 7BX 7CX 7DX 7EX 7FX 7JX 7MX 7UX 91X 9DX A2X A4X AAX ABX ACX ADX AEX AFX AGX AHX AJX AKX ALX AMX ANX APX AQX <u>B1X</u> CTO D1X G1X <u>F1X</u> HBX HX <u>HEX</u> HFX <u>K1X</u> <u>L1X</u> <u>M1X</u> W1S W1V W21 W22 <u>W24</u> Y17 718 Y19 Y1A	3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$720 \$537 \$751 \$1073 \$1288 \$773 \$1290 \$1545 \$1854	Next business day response
xSeries 235	8671	11X 12X 13X 1AX 1BX 1CX 21X 22X 2AX 2CX 31X 3AX 3CX 41X 44X 4AX 4DX 4EX 4GX 4JX 4KX 4LX 4MX 4NX 4PX 4QX 4TX 4UX 4VX 4YX 61X 6AX 6CX 6DX 71X 7AX 7CX 7DX 7EX <u>7HX</u> 81X 82X 8AX 8CX 8FX 8GX 8KX ALB CTO G1X GAX <u>K1X</u> <u>KAX</u> <u>L1X</u> <u>LAX</u> <u>M1X</u> <u>MAX</u> Y11	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1144 \$1634 \$1961 \$1290 \$1805 \$2579 \$3095	3 years parts and labor Next business day response
xSeries 130, xSeries 135, xSeries 300, xSeries 330	8672	21X 22X 24X 25X 26X 2AX 51X 52X 81X 82X 87X 88X 8AX	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2079 21P2080 21P2081 21P2082 69P9250 69P9251 69P9252 69P9253 69P9254 69P9255 69P9256 69P9257	\$188 \$500 \$600 \$720 \$510 \$714 \$1020 \$1224 \$720 \$1008 \$1440 \$1728	3 years parts / 1 year labor Next business day response
xSeries 305	8673	12X 13X 15X 16X 1AX 1BX 1CX 3DX 42X 43X 44X 45X 48X 4AX 62X 63X 64X 65X 72X 73X 74X 76X 77X 78X <u>79X</u> <u>7AX</u> <u>7BX</u> 82X 83X 92X 9BX A1X C1X C2X C3X C4X CTO D2U <u>DAX</u> <u>DBX</u> <u>DCX</u> <u>DDX</u> E1X GS1	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$210 \$491 \$871 \$1045	1 year parts and labor Next business day response
xSeries 130, xSeries 135, xSeries 300, xSeries 330	8674	11X 12X 13X 15X 31X 32X 33X 39X 3AX 3CX 3DX 3FX 3JX 3KX 3MX 3NX 3PX 3QX 3RX 3SX 41G 41X 42X 43X 45X 46X 47X CTO N1X N2X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day	21P2072 21P2073 21P2074 69P9242	\$350 \$450 \$540 \$435	3 years parts and labor Next business day response
xSeries 130, xSeries 135, xSeries 300, xSeries 330	8675	4MX 4PX 4QX	4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour	69P9243 69P9244 69P9245 69P9246 69P9247 69P9248	\$609 \$870 \$1044 \$645 \$903 \$1290	Next business day response
xSeries 335	8676	11X 1AX 12X 15X 16X 17X 18X 19X 21X 22X 23X 25X 26X 27X 2BX 2JX 2KK 2LX 2MX 2VU 41X 42X 46X 47X 48X 49X 61X 62X 64X 65X 66X 67X 68X 69X 6BX 6EX 6GX 6HX 6LX 6MX 6NX 6PX 6QX 6RX 6TX 6UX 6VX 6XX 6YX 6ZX 71X 72X 73X 74X 81X 82X 83X 84X 85X 86X 8BX 8CX 8JX 8GX 8LX 8MX <u>A2X</u> AAX ABX ACX AEX AJX ALX ANX AQX BAX BBX C2X C4X CTO D1X G1X G2X HX <u>HKX</u> <u>LAX</u> <u>L1X</u> <u>L2X</u> <u>M1X</u> <u>M2X</u> W1S Y12 Y13 Y14	5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9249	\$1548	
BladeCenter	8677	1AX 1BX 1DX 1EX 1UX 1VX 1WX 1XX 1YX 2AX <u>2BX</u> <u>2CX</u> <u>2DX</u> <u>2EX</u> <u>2FX</u> 2XX 3MX 4AX CXX				

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BladeCenter HS20	8678	21X 41X 4CX 4DX 4NX 4TX 4UX 4VX 4WX 4YX 4ZX 51X 61X 6AX 6BX 6DX 6FX 6GX 6HX 6JX CTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1020 \$1224	3 years parts and labor  Next business day response
Netfinity 7000 M10 Rack Mounted	8680	11Y 1RU 1SY 21Y 2RU 2SY 3RU 3SY 4RU 5RU 6RY 71Y 7RY 7SY 7TY 8RY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2738 30L9187 31L2723 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1800 \$1995 \$2394 \$1864 \$2609 \$3727 \$4472 \$2730 \$3821 \$5459 \$6551	3 years parts and labor  Next business day response
Netfinity 8500, xSeries 370	8681	1RX 2DX 2RX 3RX 4RY 5RY 6RY 7RY 8RY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2739 41L2742 41L2743 69P9226 69P9227 69P9228 69P9229 69P9230 69P9231 69P9232 69P9233	\$2000 \$2495 \$2994 \$2429 \$3401 \$4858 \$5830 \$3610 \$5054 \$7220 \$8664	3 years parts and labor  Next business day response
Netfinity 6000R, xSeries 350	8682	18Y 19Y 1RY 2RY 4AX 4RY 5AX 5RY 6RY	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$1350 \$1495 \$1794 \$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	3 years parts and labor  Next business day response
xSeries 255	8685	11X 1AX 1BX 1CX 1RX 21X 2AX 2BX 2CX <u>8CX</u> 2RX 31X 3FX 3RX 41X 4AX 4RX 51X 5AX 5EX 5RX 61X 6AX 6RX 71X 72X 73X 7DX 7FX 7GX <u>9GX</u> 7JX <u>7KX</u> 7LX 7RX 81X 8RX 91X 9AX 9RX CTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2738 30L9187 31L2723 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1800 \$1995 \$2394 \$1864 \$2609 \$3727 \$4472 \$2730 \$3821 \$5459 \$6551	3 years parts and labor  Next business day response
xSeries 360	8686	10U 12U 13U 15U 16U 16X 1EQ 1EX 1FX 1GQ 1HQ 1HR 1JX <u>1KQ</u> 1PU 1RQ 1RX 1SQ 1TQ 20U 22U 25U 26U 2AX 2BX 2EX 2EQ 2FX 2PU 2RQ 2RX 2RY 31Q 3AX 3BX 3EX 3FX 3KQ 3RQ 3RX 3RY 4AX 4BX 4CX 4EX 4FX 4HX 4RX 5BX 5CX 5FX 5RX 6AX 6BX 6CX 6DX 6EX 6RX 7AX 7BX 7CX 7GX 7RX 8AX 8BX 8GX 8RX 9BX 9EX 9RX BO3 CTO JLX KPU W11	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$600 \$1000 \$1200 \$644 \$901 \$1473 \$1768 \$863 \$1440 \$1945 \$2344	3 years parts and labor  Next business day response

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xSeries 440	8687	1AX 1RX 2AX 2BX 2RX 3AX 3RX 3RY 48X 4BX 4RX 4RY 4VX 58X 5RX 5VX 6BX 6DX 6RX 66X 67X 75X 78X 7AX 7DX 7EX 7RX 7VX 8BX 8EX 9BX AAX CRY	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P1984 96P1985 96P1986 96P1987 96P1988 96P1989	\$3221 \$3865 \$4831 \$5797 \$6441 \$9073	1 years parts and labor 24x7x4 hour response
xSeries 450	8688	1RX 2RX 3RX 4RX 5RX 6HR 6RX				
xSeries 335	8830	11X 12X 21X 22X 61X 62X 81X 82X	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$210 \$491 \$871 \$1045	1 year parts and labor Next business day response
BladeCenter HS20	8832	21X 2JX 2KX 2NX <u>2PX</u> <u>2QX</u> <u>2RX</u> 31X 3BX 3CX 3DX <u>3EX</u> <u>3FX</u> <u>3GX</u> C1X C2X CTO G1X <u>L1X</u> <u>M1X</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1020 \$1224	3 years parts and labor Next business day response
xSeries 382	8834	21X 32X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1073 \$1288 \$773 \$1290 \$1545 \$1854	3 years parts and labor Next business day response
eServer 325	8835	21X 22X 31X 32X 51X 52X 53X 55X <u>61X</u> <u>62X</u> 5DX CTO <u>HAX</u>	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$210 \$491 \$871 \$1045	1 year parts and labor Next business day response
BladeCenter HS40	8839	<u>41X</u> <u>51X</u> <u>61X</u> <u>71X</u>	<u>3 YR onsite repair 9x5x4 hour</u> <u>3 YR onsite repair 24x7x4 hour</u> <u>3 YR onsite repair 24x7x2 hour</u> <u>4 YR onsite repair 9x5/next day</u> <u>4 YR onsite repair 9x5x4 hour</u> <u>4 YR onsite repair 24x7x4 hour</u> <u>4 YR onsite repair 24x7x2 hour</u> <u>5 YR onsite repair 9x5/next day</u> <u>5 YR onsite repair 9x5x4 hour</u> <u>5 YR onsite repair 24x7x4 hour</u> <u>5 YR onsite repair 24x7x2 hour</u>	<u>69P9517</u> <u>69P9518</u> <u>69P9519</u> <u>69P9520</u> <u>69P9521</u> <u>69P9522</u> <u>69P9523</u> <u>69P9524</u> <u>69P9525</u> <u>69P9526</u> <u>69P9527</u>	<u>\$279</u> <u>\$400</u> <u>\$480</u> <u>\$267</u> <u>\$575</u> <u>\$720</u> <u>\$864</u> <u>\$450</u> <u>\$850</u> <u>\$1020</u> <u>\$1224</u>	<u>3 years parts and labor</u> <u>Next business day response</u>
BladeCenter JS20	8842	21X <u>2BX</u> <u>CTO</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1020 \$1224	3 years parts and labor Next business day response

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**IBM ServicePac - Warranty Service Upgrade Supported Products List**

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
xSeries 455	8855	1RX 2RX 3RX 1AX 2AX 3AX CTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2500 \$3390 \$4068 \$2280 \$5453 \$6640 \$7968 \$4320 \$8082 \$9531 \$11437	3 years parts and labor  Next business day response
xSeries 365	8861	1RX CTO	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2248 41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$149 \$1350 \$1495 \$1794 \$1273 \$1782 \$2545 \$3054 \$1798 \$2517 \$3595 \$4314	1 year parts and labor  Next business day response
xSeries 365	8862	1RX 2RX 3RX <u>11X</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$600 \$1000 \$1200 \$644 \$901 \$1473 \$1768 \$863 \$1440 \$1945 \$2344	3 years parts and labor  Next business day response
xSeries 445	8870	12X 1BX 1GX 1MX 1RX 22X <u>23X</u> 2BX 2RX 3EX 3RY 41Y 42X <u>46X</u> 4AX 4BX 4EX 4KX 4JX 4LX 4RX 4RY CTO	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2500 \$3390 \$4068 \$2280 \$5453 \$6640 \$7968 \$4320 \$8082 \$9531 \$11437	3 years parts and labor  Next business day response

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**IBM ServicePac - Warranty Service Upgrade Supported Products List**

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<b>IBM Server Peripherals</b> (listed in ascending order by Machine Type) Only non-configured server peripherals are eligible for warranty service upgrades.						
Tape Enclosure	0034	B0X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2038 41L2756 41L2757 69P9275 69P9276	\$108 \$120 \$180 \$380 \$505	3 years parts and labor Next business day response
FASt EXP100	1710	10U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	14R1406 14R1407 14R1408 14R1409 14R1410	\$1392 \$2142 \$5892 \$5713 \$10714	3 years parts and labor Next business day response
FASt600 Storage Server	1722	60U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2366 96P2368 96P2367 96P2370 96P2369	\$1749 \$2499 \$3749 \$5624 \$8437	3 years parts and labor Next business day response
EXP400	1733	1RU 1RX 2RX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1140 \$2080 \$2766	3 years parts and labor Next business day response
NetBAY Local & Remote Console Manager	1735	L04	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2036 41L2752 41L2753	\$54 \$60 \$90	3 years parts and labor Next business day response
NetBAY Local & Remote Console Manager	1735	R16	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2041 41L2762 41L2763 69P9278	\$270 \$300 \$450 \$940	3 years parts and labor Next business day response
FASt EXP700 Storage Expansion Unit	1740	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1140 \$2080 \$2766	3 years parts and labor Next business day response
FASt700 Storage Server	1742	1RU				
FASt900 Storage Server	1742	90U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2061 96P2062 96P2063 96P2064 96P2065	\$978 \$1087 \$1630 \$2974 \$3955	3 years parts and labor Next business day response
Expandable Storage Plus	2104	DU3 TU3	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2019 96P2020 96P2021 96P2022	\$3648 \$6384 \$6840 \$11115	1 year parts and labor 24x7x4 hour response
SAN Cabinet	2109	C36	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2026 96P2027 96P2028 96P2029	\$614 \$1075 \$1152 \$1872	1 year parts and labor 24x7x4 hour response
SAN Fibre Channel Switch	2109	F16	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2033 96P2034 96P2035 96P2036	\$2880 \$5040 \$5400 \$8775	1 year parts and labor 24x7x4 hour response

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SAN Fibre Channel Switch	2109	F32	3 YR onsite repair 24x7x4 hour	96P2040	\$5760	1 year parts and labor 24x7x4 hour response
			3 YR onsite repair 24x7x2 hour	96P2041	\$10080	
			5 YR onsite repair 24x7x4 hour	96P2042	\$10800	
			5 YR onsite repair 24x7x2 hour	96P2043	\$17550	
SAN Fibre Channel Switch	2109	S08	3 YR onsite repair 24x7x4 hour	96P2047	\$1152	1 year parts and labor 24x7x4 hour response
			3 YR onsite repair 24x7x2 hour	96P2048	\$2016	
			5 YR onsite repair 24x7x4 hour	96P2049	\$2160	
			5 YR onsite repair 24x7x2 hour	96P2050	\$3510	
SAN Fibre Channel Switch	2109	S16	3 YR onsite repair 24x7x4 hour	96P2054	\$1939	1 year parts and labor 24x7x4 hour response
			3 YR onsite repair 24x7x2 hour	96P2055	\$3403	
			5 YR onsite repair 24x7x4 hour	96P2056	\$3636	
			5 YR onsite repair 24x7x2 hour	96P2057	\$5927	
DLT Tape Autoloader	3502	108	3 YR onsite repair 9x5x4 hour	21P2032	\$900	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2746	\$1000	
DLT Tape Library	3502	314 R14	3 YR onsite repair 9x5x4 hour	21P2033	\$1305	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2747	\$1450	
NetMEDIA Storage Expansion Unit	3503	B1X	3 YR onsite repair 9x5x4 hour	21P2038	\$108	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2756	\$120	
			3 YR onsite repair 24x7x2 hour	41L2757	\$180	
Rack/Storage Expansion Unit	3519	R01	3 YR onsite repair 24x7x4 hour	41L2744	\$360	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x2 hour	41L2745	\$540	
EXP 15 Storage Expansion Unit	3520	2RU	3 YR onsite repair 9x5x4 hour	21P2034	\$360	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2748	\$400	
			3 YR onsite repair 24x7x2 hour	41L2749	\$600	
EXP 10/EXP200 Storage Expansion Unit	3520	1RU	3 YR onsite repair 24x7x4 hour	41L2750	\$400	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x2 hour	41L2751	\$600	
			5 YR onsite repair 24x7x4 hour	69P9274	\$1612	
Fibre Channel Hub	3523	1RU	3 YR onsite repair 9x5x4 hour	21P2036	\$54	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2752	\$60	
			3 YR onsite repair 24x7x2 hour	41L2753	\$90	
Fibre Channel Controller	3526	1RU	3 YR onsite repair 9x5x4 hour	21P2037	\$1161	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2754	\$1290	
			3 YR onsite repair 24x7x2 hour	41L2755	\$1935	
SP Switch	3529	1RY	3 YR onsite repair 9x5x4 hour	21P2042	\$179	3 years parts and labor Next business day response
			3 YR onsite repair 24x7x4 hour	41L2764	\$199	
			3 YR onsite repair 24x7x2 hour	41L2765	\$299	
			5 YR onsite repair 24x7x4 hour	69P9279	\$409	
			5 YR onsite repair 24x7x2 hour	69P9280	\$544	

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EXP 10/EXP200 Storage Expansion Unit	3530	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2035 41L2750 41L2751 69P9274	\$360 \$400 \$600 \$1612	3 years parts and labor Next business day response
EXP 300 Storage Expansion Unit	3531	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2045 21P2020 21P2019 69P9285 69P9286	\$180 \$200 \$300 \$697 \$927	3 years parts and labor Next business day response
SAN Fibre Channel Hub	3534	1RU	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 3 YR onsite exch. 24x7x2 hour 5 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x2 hour	96P2001 96P2002 96P2003 96P2004 96P2005 96P2006	\$1295 \$1735 \$2105 \$3308 \$3539 \$5558	1 year onsite exch. Next business day response
SAN Switch	3534	F08	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 3 YR onsite exch. 24x7x2 hour 5 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x2 hour	96P1992 96P1993 96P1994 96P1995 96P1996 96P1997	\$1410 \$1910 \$2300 \$3638 \$3863 \$6111	1 year onsite exch. Next business day response
RAID Controller	3542	1RU 2RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1140 \$2080 \$2766	3 years parts and labor Next business day response
NetMEDIA Storage Expansion Unit	3551	001	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2038 41L2756 41L2757 69P9275 69P9276	\$108 \$120 \$180 \$380 \$505	3 years parts and labor Next business day response
RAID Controller	3552	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1140 \$2080 \$2766	3 years parts and labor Next business day response
EXP 500 Storage Expansion Unit	3560	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2043 41L2766 41L2767 69P9281 69P9282	\$684 \$760 \$1140 \$2080 \$2766	3 years parts and labor Next business day response
LTO Tape Drive	3580	L13 L17 L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2890 96P2891 96P2892	\$900 \$1200 \$2615	3 YR Customer Carry-in Exchange (CCE)
LTO Tape Drive	3581	L11 L13 L23 L17	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2897 96P2898 96P2899	\$1725 \$2300 \$4875	3 YR Customer Carry-in Exchange (CCE)
LTO Tape Drive	3582	F23 L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2904 96P2905 96P2906	\$1725 \$2300 \$5058	3 YR Customer Carry-in Exchange (CCE)
LTO Tape Drive	3600	109	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2066 21P2067 21P2068 69P9287 69P9288	\$1890 \$2100 \$3150 \$5733 \$7625	3 years parts and labor Next business day response
LTO Tape Drive	3600	220 LXU R20	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2069 21P2070 21P2071 69P9289 69P9290	\$3240 \$3600 \$5400 \$9703 \$12905	3 years parts and labor Next business day response

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LTO Autoloader	3607	16X 26X	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2069 96P2070 96P2071 96P2072 96P2073 96P2222	\$2945 \$4471 \$5118 \$6990 \$8000 \$10800	1 year parts and labor Next business day response
<a href="#">Tape Enclosure</a>	<a href="#">4559</a>	<a href="#">1UX</a>	<a href="#">3 YR onsite repair 24x7x4 hour</a> <a href="#">3 YR onsite repair 24x7x2 hour</a> <a href="#">3 YR onsite repair 9x5x4 hour</a> <a href="#">5 YR onsite repair 24x7x4 hour</a> <a href="#">5 YR onsite repair 24x7x2 hour</a>	<a href="#">41L2750</a> <a href="#">41L2751</a> <a href="#">21P2035</a> <a href="#">69P9274</a> <a href="#">69P9284</a>	<a href="#">\$400</a> <a href="#">\$600</a> <a href="#">\$360</a> <a href="#">\$1612</a> <a href="#">\$2766</a>	3 YR CRU Parts Only
SDLT Autotape Loader	4560	SLX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2069 21P2070 21P2071 69P9289 69P9290	\$3240 \$3600 \$5400 \$9703 \$12905	3 years parts and labor Next business day response
NAS 100	5190	R12	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2010 96P2011 96P2012 96P2013 96P2014 96P2015	\$340 \$678 \$830 \$2118 \$1823 \$3389	3 YR Customer Carry-in Exchange (CCE)
RXE-100 Remote Expansion Enclosure	8684	1RX	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2469 96P2470 96P2471 96P2472 96P2473 96P2474	\$1330 \$2027 \$1960 \$2868 \$2590 \$3709	1 year parts and labor 24x7x4 hour response
Rack/Storage Expansion Unit	9306	110 200 250 420 421	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2039 41L2758 41L2759	\$151 \$168 \$255	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9306	900	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	41L2760 41L2761 69P9277	\$300 \$450 \$920	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9306	910	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9308	42E 42P 42S 42X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2041 41L2762 41L2763 69P9278	\$270 \$300 \$450 \$940	3 years parts and labor Next business day response

\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees. \*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.

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