

## IBM PC 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 - Electronic	Estimated Retail Price	Base Warranty
<b>PC300GL</b>	<b>6268</b>	43U 44U 56U 57U 58U	3 YR 24x7 4-hour service	31L2724	\$299	Year 1 parts and labor
	<b>6275</b>	10U 11U 12U 20U 21U 22U 25U 40U 44U 50U 55U 56U 57U 60U 66U 70U 73U 74U 75U 80U 83U 90U 94U 95U B1U B2U B4U B7U B9U BAA BAC BAD BAJ BBA BBJ BJA BJJ BKA BKJ BSA BSJ BTA BTJ CCA CCC CCD CCJ CLA CLJ CUA CUJ CZA CZJ D8A DCA DCC DCD DCJ DLA DLJ DUA DUJ DZA DZJ E8A E8J E9A E9J EUA EUJ EWA EWJ EZA EZJ F1U F2A F2I F5A F5I FLA FLH FLI FYA FYI FZA FZH FZI G2A G2I G3U G5A G8U G9U GLA GLI GYA GYI GZA GZI H1U JLA JLJ JLK JZA JZJ JZK LAA LAJ LCA LCJ LJA LJJ LLA LLJ LSA LSJ LUA LUJ M2U MAA MAJ MCA MCJ MJA MJJ MLA MLJ MSA MSJ MUA MUJ NJA NJJ NLA NLJ NZA NZJ R1U R3U R4U R5U VJK WCK WLK XAK YAK YSK ZAK ZSK	3 YR 9x5 Onsite	30L9199	\$109	Years 2 & 3 parts only  Second business day response
	<b>6277</b>	27U 35U 51U 55U 5DU 70U 71U 72U 73U 7DU 7EU 7HU 7KU 87U 88U 8JU 8KU 98U 9JU 9KU				
	<b>6278</b>	S1U S2U S3U S5U S6U S7U S8U S9U SAU SBU				

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Electronic	Estimated Retail Price	Base Warranty
PC300GL	6282	30U 32U 34U 38U 44U 46U 54U 58U 62U 63U 66U 69U 73U 74U 75U 78U 82U 83U 86U 87U G6U G7U LK1	3 YR 24x7 4-hour service	31L2724	\$299	Year 1 parts and labor
	6284	10U 12U	3 YR 9x5 Onsite	30L9199	\$109	Years 2 & 3 parts only  Second business day response
	6285	10U 11U 13U 20U 21U 40U 50U 56U 60U 66U 70U 75U 80U 90U CCC CCD CCJ CLA CLJ CUA CUJ CZA CZJ D8A D8J DCA DCC DCD DCJ DLA DLJ DUA DUJ DZA DZJ E8A E8J E9A E9J EUA EUJ EWA EWJ EZA EZJ F2A F2I F5A F5I FYA FYI FZA FZI G1U G2A G2I G5A G5I G9U GYA GYI GZA GZI LAA LAJ LCA LCJ LJA LJJ LLA LLJ LSA LSJ LUA LUJ MAA MAJ MCA MCJ MJA MJJ MLA MLJ MSA MSJ MUA MUJ NLA NLJ NZA NZJ WCK WLK XAK YAK YSK ZAK ZSK				
	6287	20U 22U 30U 32U 40U 41U 4AU 4BU 5AU 5BU 60U 61U 69U 7BU 7CU 80U 86U 90U 91U 92U 95U 96U 97U 9FU 9GU AAA AAJ ACA ACJ AJA AJJ ALA ALJ BAA BAJ BCA BCJ BJA BJJ BLA BLJ CCA CCJ CLA CLJ DCA DCJ DLA DLJ DUA DUJ DVA DVJ ECA ECJ ELA ELJ EUA EUJ EVA EVJ FAA FAJ FCA FCJ FJA FJJ FLA FLJ GAA GAJ GCA GCJ GJA GJJ GLA GLJ HCA HCM HLA HLM HVA HVM JCA JCM JLA JLM JVA JVM NLM PLM TAT TLT UAT ULT VCT VLT WLT XLT XUT YAT YLT ZAT ZLT				
	6288	10U 11U 15U 17U 30U 31U 35U 36U 37U 39U 40U 41U 44U 45U 46U 47U 48U 49U 50U 51U 53U 56U 57U 58U				
	6561	10U 11U 13U 20U 22U 30U 32U 34U 35U 38U 40U 42U 50U 53U 54U 60U				
	6563	20U 22U 23U 40U 42U 43U 44U 45U 47U 60U 62U 63U 64U 65U 68U 69U 71U 80U 83U 84U 85U 86U 87U 93U 94U 99U A1U A2U AAA AAJ ABA ABJ BAA BAJ BBA BBJ BCJ BDJ BDA BEA BEJ BFA BFJ BGA BGJ BHA BHJ EAA EAJ ECA ECJ EDA EDJ EFA EFJ EHA EHJ EJA EJJ FAA FCA FCM FDA FDM FFA FFM FHA FHM FJA FJM FMA GAA GAM GCA GCM GDA GDM GFM GJA GHM GJM HDA HDM HFA HFM HGA HHA HHM HJA HJM UAJ UBJ UFJ VAJ VBJ VEJ VHJ VGH				
	6564	S3U S4U S6U S7U S8U SAU SBU SHU SJU				
	6591	15U 20U 22U 30U 34U 40U 50U 54U 60U 76U				

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<b>PC300PL</b>	<b>6562</b>	34U 36U 38U 46U 50U 52U 54U 84U 86U 88U 460	3 YR 24x7 4-hour service	31L2724	\$299	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
	<b>6574</b>	20U 23U 28U 40U 45U 47U AAA AAJ ABA ABJ BAA BAJ BBA BBJ BCA BCJ BDA BDJ BEA BEJ BFA BFJ BGA BGJ BHA BHJ UAJ UBJ VAJ VBJ VCJ VDJ VEJ VFJ VGJ VHJ	3 YR 9x5 Onsite	30L9199	\$109	
	<b>6592</b>	12U 16U 50U 84U 86U				
	<b>6862</b>	11U 12U 14U 16U 18U 22U 23U 24U 27U 29U 34U 41U 52U 80U 82U 83U 84U 85U 88U 90U A5U AAJ CAJ D1U D2U D3S DAA DAJ DJA DJJ DQA DQJ DSA DSJ DXA DXJ E3S EAA EAJ EJJ EMA EMJ <a href="#">EQA EQJ ESA ESJ EXA EXJ EYA F4S FLA FLJ FMA FMJ</a> FQA FQJ FXA FXJ FYA FYJ G7A G7N GAA GAN GLA GLN GQA GQN H7A H7N HAA HAN HLA HLN HQA HQN M7A M7N MAA MAN MLA MLN MQA MQN N0U N1U N2U N4U N5U N6U N7A N7N N8U N9U NAA NAN NLA NLN NQA NQN P8U S1U S2U S3U S4U S5U S7U S9U U2U U3U U7U U8U ULN UQN V1U V2U V4U V5U V6U VAN VLN VQN W1U W2U W3U W4U W5U W6U W7U W8U WAJ XAJ YCJ YLJ ZCJ ZLJ				
	<b>6892</b>	12U 14U 16U 20U 47U 79U 80U 81U 82U 83U 89U 95U D3S DAA DAJ DJA DJJ DQA DQJ DSA DSJ E3S EAA EAJ EJA EJJ EMA EMJ EQA EQJ ESA ESJ EXA EXJ EYA EYJ F4S FLA FLJ FMA FMJ FQA FQJ FXA FXJ FYA FYJ G7A G7N GAA GAN GLA GQA GQN <a href="#">H5U H6U</a> H7A H7N HAA HAN <a href="#">HFN</a> HLA HLN HQA HQN N2U N4U N8U N9U <a href="#">PEN</a> S2U VAN VLN VQN WAJ XAJ YCJ YLJ ZCJ ZLJ				
<b>PC300XL</b>	<b>6588</b>	10U 120 12U 150 15U 200 300 41U 42U 43U 510 51U 53U 610 61U				

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Electronic	Estimated Retail Price	Base Warranty	
PC300	6560	10U 17A 19M 19T 40U 44U 50U 52U 66U 70U 79M 79T	3 YR 24x7 4-hour service	30L9204	\$229	3 years parts & labor	
PC330	6571	K3B K4F L0A L3B L4F L4G L5B L5C L5F L5K W0A W4F W5F W5G W5K	3 YR 9x5 Onsite	30L9201	\$109	Year 1 onsite, Next business day response  Years 2 & 3 customer carry-in	
	6573	L0A L5F L5K W0A W5F W5K					
	6575	14F 15F 15H 1U0					
	6576	20E 25F 26F 30U 35F 35H 36H 37H 37T 45F 45H 47H 50E 50U 55F 55H 57H 57T 59H 59T 70U 76U 79H 79T 90U 99H 99T					
	6577	50U 55F 55T 59J 59T 70U 79J 79T 7AT KBT					
PC730	6875	34F 34G 44F 44G					
	6876	34F 34G 44F 44G					
	6877	KAA KAC KAE KAG KAN KAR VAA VAC VAE VAG VAN VAR					
PC350	6581	7AT K3B K3F K4F KNF L0A L3B L4F L5B L5C L5F L5G L5K W0A W4F W5F W5G W5K WRF WRK	3 YR 24x7 4-hour service	30L9205	\$299	3 years parts & labor	
	6585	14F 15F 15H 15J	3 YR 9x5 Onsite	30L9203	\$180	Year 1 onsite, Next business day response  Years 2 & 3 customer carry-in	
	6586	20E 25F 26F 30U 35F 35H 36H 37H 37T 3RF 45F 45H 45K 47H 50E 50U 55F 55H 57H 57T 59H 59T 5SH 5XH 70U 76H 79H 79T 7XH 90U 99H 99T 9XH					
	6587	50U 59T 70U 79T 7AJ 7AT 7NX 7ZT 90U 9AJ 9AT 9BT 9ZT GAV K0U KBT KSX L0U LBV					
PC360	6598	CFK CXJ CXK CXX FFK					
PC365	6589	10U 11U 12U 13U 14U 15U 17U 18U					
PC750	6885	35H 35J 45H 45J 45M 48M 4CH 4CJ 4RM 55H 55J 68H 78H 7EH P5H P5M P8M PCH PRM R5H R8H T8H TEH					
	6886	35H 35J 3CH 3CJ 45H 45J 45M 48M 4CH 4CJ 4RM 55H 55J 5CH 5CJ 68H 6EH 78H 7EH P5H P8H PCH RCH T8H TEH					
	6887	6AA 6AC 6AE 6AG 6AN 6AR 81A 81E 81N 86B 86F 86P 9AD 9AH 9AS EAA FAA HAA KAA KAC KAE KAG KAN KAR KBA KBE KBN KCC KCG KCR KFA KFE KFN MAC MAG MAR VAA VAC VAE VAG VAN VAR VBA VBE VBN VCC VCG VCR XAC XAG XAR Y1E YFA YFE YFN YPA YPE YPN					

this list is current as of 1/12/2000

## **\*Service Levels**

### **24 x 7 x 4 hour**

A service technician is scheduled to arrive at your location within 4 hours after 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.

### **Limitations of service**

These services are available for machines used solely for business, professional, or trade purposes and not for machines used for personal, family or household purposes. Service is not provided in homes or home offices. 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. Onsite service for mobile products and 24x7x2 hour service for servers is not available in all locations. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/pss/us/source/wamomxeu.pdf> for complete details.

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 with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers. If the failing part is a non-IBM component, you'll provide the part and IBM will provide the labor to replace it.

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