

## ***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 to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
ThinkPad 310	2600	50U BOU	1 YR Onsite 9x5/Next day	30L9188	\$49	1 year parts and labor
ThinkPad 240	2609	21U 31U 41U				
ThinkPad i Series 1400, 1500	2611	410 411 412 450 451 452 472 512 552	2 YR Onsite 9x5/Next day	30L9189	\$197	Depot repair service
	2621	420 421 441 460 480 540 541 560				
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 W11 W12 W14 W9A W9G	3 YR Onsite 9x5/Next day	30L9195	\$345	
ThinkPad 390, 390E	2626	20U 50U 70U 90U A0U AAA AAB AAC AAD ABA ABB ABC ABD B0U C0U D0U E0U ENU F0U H0U HNU J0U JNU L0U L2U LNU M0U MNU N1V	2 YR Depot	30L9191	\$99	
			3 YR Depot	30L9192	\$198	
ThinkPad i Series 1720	2627	720 721				
ThinkPad 380, 385	2635	10U 2AU 2EU 3AU 3EU 40U 5AU 5EU 6AU 6EU 7AU 8AU 8E4 8EU 9AU 9E4 9EU A10 A11 A12 AA1 AA2 AA3 AA4 AA5 AA6 AA7 AA8 AA9 AAU BAA BAB BAC BAU BBA BBB BBC DEU EAU FAU 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				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
<b>ThinkPad 701**</b> ** Not eligible for onsite service	<b>2630**</b>	2SU 2TU 5SU 5TU 7SU 7TU US2 US5 UT2 UT5	2 YR Onsite 9x5/Next day	30L9190	\$98	3 years parts and labor
<b>ThinkPad 570</b>	<b>2644</b>	1AU 2AU 3AU 1BU 3BU 5AU 5BU 6AU 6BU	3 YR Onsite 9x5/Next day	30L9197	\$147	Depot repair service
<b>ThinkPad 600</b>	<b>2645</b>	21U 31U 32U 35U 3AU 3EU 41U 42U 45U 4AU 4BU 4EU 51U 55U 5AU 5BU 5EU 5FU 7EU 85U 8AU 8BU 8EU 8PU 9EU 9FU 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 CBS 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				
<b>ThinkPad 750, 755</b>	<b>9545</b>	8BJ ABJ ABK EBK EBL FBK FBL GBK GBL HBD HBE HBL SBJ SBK				
<b>ThinkPad 760E, 760ED, 765</b>	<b>9546</b>	A27 F0Y U11 U13 U21 U22 U27 U28 U1A U1C U2A U2B U2H U2J U3A U3B U3L U4A U4B U9A U9B U9E U9H				
<b>ThinkPad 760L, 760EL, 760XL</b>	<b>9547</b>	U01 U31 U48 U0A U0R U3A U3F U3R U4F U4G U4H U4K U4R U4S U4T U6F U6G U6H U6R U9C U9J U9K U9L				
<b>ThinkPad 770</b>	<b>9548</b>	30U 31U 32U 40U 51U 52U 53U 61U DJA DJB DJC DJD DJE DJF DJG DJH DKA DKB DKC DKD DKE DKF 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				
	<b>9549</b>	1AU 5AU 71U 72U 73U 7AU 7BU 81U 82U 83U 8AU 8BU 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 3/28/2000

**\*Service Levels**

**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.

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

### **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.

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

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.

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### ***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. 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 an easily replaced Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. Onsite service for mobile products and 24x7x2 hour service for servers is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, are not covered along with the processor and require separate service coverage. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/pss/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.

Note: The onsite service for mobile products will be available in all locations as of April 17, 2000.

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