



Topseller Services



ThinkPad T, W, & X (excluding tablets) Series (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty	04W8692	\$99
3 Year Depot Warranty & Accidental Damage Protection	04W8694	\$249
3 Year Onsite Warranty	04W8693	\$189
3 Year Onsite Warranty & Accidental Damage Protection	04W8695	\$259
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad T, W, & X (excluding tablets) Series (3 Year Depot Warranty)	Part	List Price
Accidental Damage Protection	04W8697	\$149
3 Year Onsite Warranty	04W8696	\$99
3 Year Onsite Warranty & Accidental Damage Protection	04W8698	\$179
3 Year Priority Technical Support	04W8720	\$55

ThinkPad X220 Tablet (3 Year Depot Warranty)	Part	List Price
Accidental Damage Protection	04W8700	\$359
3 Year Onsite Warranty	04W8699	\$119
3 Year Onsite Warranty & Accidental Damage Protection	04W8701	\$399
3 Year Priority Technical Support	04W8720	\$55

ThinkPad X220 Tablet (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty & Accidental Damage Protection	04W8781	\$429
3 Year Onsite Warranty & Accidental Damage Protection	04W8782	\$469
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad X1 Sealed Battery (3 Year Depot Warranty)	Part	List Price
Battery Replacement	04W8780	\$35
Battery Replacement & Accidental Damage Protection	04W8778	\$149
3 Year Onsite Warranty w/ Battery Replacement	04W8777	\$159
3 Year Onsite Warranty w/ Battery Replacement & Accidental Damage Protection	04W8779	\$199
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad Edge E420s & X1 w/ Sealed Battery (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty w/ Battery Replacement	04W8702	\$134
3 Year Depot Warranty w/ Battery Replacement & Accidental Damage Protection	04W8704	\$284
3 Year Onsite Warranty w/ Battery Replacement	04W8703	\$224
3 Year Onsite Warranty w/ Battery Replacement & Accidental Damage Protection	04W8705	\$364
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad Edge Series (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty	04W8706	\$99
3 Year Depot Warranty & Accidental Damage Protection	04W8708	\$249
3 Year Onsite Warranty	04W8707	\$189
3 Year Onsite Warranty & Accidental Damage Protection	04W8709	\$259
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad Tablet (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty	04W8773	\$109
3 Year Depot Warranty & Accidental Damage Protection	04W8775	\$269
3 Year Onsite Warranty	04W8774	\$169
3 Year Onsite Warranty & Accidental Damage Protection	04W8776	\$394
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkPad X130e (1 Year Depot Warranty)	Part	List Price
3 Year Depot Warranty	04W9345	\$69
3 Year Depot Warranty & Accidental Damage Protection	04W9347	\$199
3 Year Onsite Warranty	04W9346	\$89
3 Year Onsite Warranty & Accidental Damage Protection	04W9348	\$219
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8720	\$55

ThinkCentre M & Edge Series (1 Year Onsite Warranty)	Part	List Price
3 Year Onsite Warranty	04W8710	\$49
4 Year Onsite Warranty	04W8711	\$118
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8721	\$29
Add to 4 Year Warranty Coverage - 4 Year Priority Technical Support*	04W8722	\$45

ThinkCentre M & Edge Series (3 Year Onsite Warranty)	Part	List Price
4 Year Onsite Warranty	04W8712	\$99
Add to 4 Year Warranty Coverage - 4 Year Priority Technical Support*	04W8722	\$45

ThinkStation (3 Year Onsite Warranty)	Part	List Price
4 Year Onsite Warranty	04W8713	\$139
Add to 4 Year Warranty Coverage - 4 Year Priority Technical Support*	04W8722	\$45

ThinkServer (1 Year Onsite Warranty)	Part	List Price
3 Year Onsite Warranty	04W8714	\$139
4 Year Onsite Warranty	04W8715	\$239
Add to 3 Year Warranty Coverage - 3 Year Priority Technical Support*	04W8723	\$99
Add to 4 Year Warranty Coverage - 4 Year Priority Technical Support*	04W8724	\$139

ThinkServer (3 Year Onsite Warranty)	Part	List Price
4 Year Onsite Warranty	04W8716	\$129
Add to 4 Year Warranty Coverage - 4 Year Priority Technical Support*	04W8724	\$139

ThinkVision (3 Year Exchange Warranty)	Part	List Price
3 Year Onsite Warranty	04W8717	\$49
4 Year Exchange Warranty	04W8718	\$19
4 Year Onsite Warranty	04W8719	\$69

Lenovo's Topseller Services make adding popular warranty enhancements/extensions, accidental damage protection, and priority support services to Topseller models fast and easy. The family-based part numbers allow you to easily match services for Lenovo's Topsellers in one easy glance. For additional information or questions about Topseller services, please contact the Services Solution Center: CHAT: www.lenovo.com/ssc or E-MAIL: ssc@lenovo.com (Topseller Services are applicable to Topseller models only, not to corporate models.)

*** COVERED MACHINE MUST HAVE CONCURRENT WARRANTY COVERAGE**



Warranty Extension 1 YEAR > 3 YEAR

Customer Needs

- Match depreciation schedule / planned refresh cycle to warranty coverage
- Accurately budget for expenses over the life on their PC at time of purchase

Qualifying Questions

- Is it important at your company to have assurance that PCs will not incur additional unbudgeted service and maintenance expenses?
- How long do you plan to retain your systems? “assumptive quote” for a warranty extension that matches the planned life cycle of the system.

Features

- Fixed-term, fixed-price service solution at the time of PC purchase
- 24 hours / day , 7 days / week local language toll free phone warranty support. System return packaging ships to customers same day for all warranty claims processed by 7 PM. Repair time varies based on parts availability, typically 5-10 days to return system to customer. Repaired systems are returned to customer via overnight shipping. Lenovo pays shipping charges to supply return box to customer, ship system to repair depot and return repaired system to customer.
- Lenovo is ranked best in class in customer satisfaction by Technology Business Research, Inc. (TBR), LAPTOP and PC magazines, and IDC Dataquest for PC service and support.

Benefits

- Minimizing maintenance expenses - out of warranty repairs typically cost \$150 – \$399)
- A warranty extension helps organizations protect investments by delivering consistent PC support and offering flexibility to match the warranty term to the intended lifecycle
- FAST QUALITY RESPONSE - 30% better first time fix rates and 50% lower call hold times and abandon rates relative to competition
- 15 – 30% lower price than warranty extensions purchased post warranty

Warranty Upgrade DEPOT > ONSITE

ALSO SEE: *DEPOT Warranty Extension 1 YEAR > 3 YEAR for Additional Benefits*

Customer Needs

- Protect against loss of user productivity and/or disruption of business processes, due to systems availability
- Requires faster response than 5-10 days to repair offered by DEPOT service and prefers the speed and convenience of warranty repair service delivered on business premises

Qualifying Questions

- How long can you be without your system?
- How heavily reliant are employees and business processes on PCs?

Features

- 24 hours / day , 7 days / week local language toll free phone warranty assistance and support. Next business day dispatch for all warranty claims processed by 4 PM. Repair time varies based on parts availability, Onsite repairs 9 Hours / Day, 5 Days / Week - Next Business Day (best effort applicable in most service areas)

Benefits

- ONSITE warranty shortens downtime to maximize productivity, because DEPOT coverage requires a minimum of 5 days to ship, repair and return system to user
- Maximum uptime for computer dependent workers and business critical environments
- Accurately budget for IT expenses at the time of PC purchase

ThinkPad Accidental Damage Protection

Customer Needs

- Budget for repair costs associated with unexpected PC damage: 16% of mobile users will experience damage not covered by warranty, 70% of accidental damage incidents require replacement of two or more parts - system board \$800, display \$500

Qualifying Questions

- Do you have a discretionary budget for unplanned system repairs and replacements?
- How many of your laptops were damaged last year? How much did you have to pay to get these laptops repaired?

Features

- Covers damage incurred at home, in the office, and in transit, and provides multiple complete repairs, or a single replacement of the PC due to liquid spills, unintentional drops or bumps, electrical surge, damage to the LCD screen, operational or structural failures under normal operating conditions or handling

Benefits

- Accurately budget for accidental damage at less than 1/10th the cost of a repair
- Hardware investment is protected and ThinkPad is repaired when standard limited warranty doesn't cover the damage
- Accidental Damage Protection keeps users' downtime to a minimum because PCs are repaired quickly and correctly

Priority Technical Support (concurrent with warranty)

Customer Needs

- Scarce IT resources need to bypass “basic” support to access advanced support technicians for rapid troubleshooting
- Experiences significant impact due to lowered employee productivity, or extended time to repair for any PCs supporting critical business processes

Qualifying Questions

- How is overall productivity or mission critical business processes affected and time lost when a PC encounters a problem?
- How important is it for IT support staff to access advanced level support to minimize time to resolve PC support issues?

Features

- Bypass basic troubleshooting on the first call and directly access advanced level technicians through a dedicated phone number.
- 24 x 7 x 365 local language, toll-free phone access,
- Priority call routing is typically answered in less than 1 minute
- Formal escalation management process to resolve issues quickly
- Online tracking system for better issue management and closure
- Third-party software support (not available with standard support)

Benefits

- IT productivity is increased resulting in lower PC support costs through reduced troubleshooting repair times, fewer repair actions and higher first time fix rates.
- Minimize costs associated with business disruption and end user downtime
- Priority support's IT management tools helps to better manage users
- Save time on software issues resolution because Lenovo's Priority Support technicians can troubleshoot software problems, and warm transfer to software vendor's support team