



SCHOOL TOUGH NOTEBOOKS. WITH SERVICES TO MATCH.

Lenovo® Services for ThinkPad® X130e

Lenovo's rugged ThinkPad X130e is equipped for the demanding needs of the education environment, and protected by a comprehensive portfolio of Lenovo Services for when accidents do happen. Our award-winning portfolio offers a single source solution for your support and protection needs, with predictable budgets, convenient on-site options, and coverage for out-of-warranty repairs.

Warranty Extensions and Upgrades

Protect your ThinkPad by extending the base warranty to a total duration of 2, 3 or 4 years, or upgrade to higher levels of support, such as Onsite Service.

Benefits

- Working PCs ensure students keep learning
- Minimize unexpected repair expenses to better manage capital expense budgets
- Better manage to your school's refresh cycles

Accidental Damage Protection (ADP)

The unexpected can happen, even to exceptionally engineered PCs. With ADP, your ThinkPad X130e is protected beyond the system's base warranty from non-warranted operational or structural failures due to drops, minor spills, electrical surges or failure of the integrated screen. With a one-time initial investment you get a fixed-cost, fixed-term solution that saves parents from the hassle and expense of accidental damage.

www.lenovo.com/services

1-866-426-4465

lenovo **FOR**
THOSE
WHO DO.

Example of ADP

During Science Lab, a student working on his ThinkPad X130e is bumped and spills his beaker and chemical solution onto the PC. The LCD screen cracks and damage occurs due to the excessive amount of liquid spilled on the keyboard.

- Accidental Damage Protection covers both the LCD screen crack and the damage to the hardware due to the spill. Cosmetic damage or scratches to the hardware would not be covered.

Benefits¹

- Addresses the large number of systems (on average 16-25%) that experience accidental damage over a 3-year life cycle
- Customers save, on average, 28% with ADP relative to the cost of repairs without coverage
- Typical replacement costs for commonly damaged components

System Board up to \$500	DVD Drive \$200
Display \$450	Hard Disk Drive \$300

Transition Services

Lenovo Windows Imaging

How you provision your PCs will determine whether you get the results you expect from your investment. With Lenovo Windows Imaging, your custom image can be created, verified and loaded during manufacturing, saving time and resources on deployment of your ThinkPad X130e notebooks. Our Imaging Technology Center has the experience to provide an optimized and cost effective solution, with over 200 years of combined imaging experience deploying 8 million images for more than 3,000 customers.

Benefits

- Automates manual processes for consistency and performance
- Tests and validates prior to Deployment
- Provides direct access to Lenovo engineering expertise
- Saves valuable time, supports multiple platforms, provides verification and tuning

Asset Tagging and Laser Etching

PC theft and loss is a prominent problem and schools are no exception. According to research conducted by eWeek.com, less than 5% of PCs lost or stolen are recovered for their owners. Lenovo's Asset Tagging and Laser Etching capabilities make your ThinkPad x130e easily identifiable, and help to ensure your investment is protected.



Benefits

- Labels/Etching with school name and phone number provide a strong foundation for asset management from day one
- Optional barcodes allow for very quick and accurate tracking
- Tamper and wear resistant labels

Capabilities

- Lenovo provided list of serial numbers
- Optional ability to add purchase order number
- Variable location and size
- Customer defined text ranges such as school name, phone numbers, etc.
- Abrasion resistant printing
- High quality, professional, flexible asset tagging



Priority Technical Support²

Priority Technical Support is an enhanced support solution that provides direct access to the right level of support on the first call. Priority Support provides faster access to advanced technicians, saving time with improved first time fix rates, and allowing students to stay productive and concentrate on learning.

Benefits

- Accelerated/advanced break-fix phone support
- Avoid basic trouble shooting with formal escalation process to advanced Level 3 support
- Web-based tracking of issues and resolutions

www.lenovo.com/services
1-866-426-4465

Lenovo's award-winning services complement your educational outcomes. We make things better. For more information on these or other Lenovo Services, please contact your Lenovo Sales Representative.

Footnotes: 1. Based on assessment of Lenovo Mobile Customers. 2. Availability differs by region. All products and offers are subject to availability. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com. The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, For Those Who Do and ThinkPad. Other company, product and service names may be trademarks or service marks of others. ©2011 Lenovo. All rights reserved.

lenovo FOR
THOSE
WHO DO.