ITWorkup - Level up your IT!
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Lenovo 3Y SUPPORT (ONSITE+KYD+PRE+SBTY

Model: 5PS0N74183

Manufacturer: LENOVO

Product Code: 1666810

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3 Year Premier Support

Lenovo™ Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical know-how and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency.

Tech support with the Premier difference

- Advanced-level techs.
- End to End case management.
- Faster, first-time resolution.

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Looking for a step-up for your business and your employees’ support experience?

Lenovo™ Premier Support gives VIP treatment to both your IT staff and end users.

We understand IT needs to increase efficiency, reduce complexities, and keep your end users up and running. We know your end users expect fast and frustration-free support. Lenovo can deliver.

Free your Team to excel in innovation and productivity

IT landscapes are becoming more complicated, while simultaneously, budgets are contracting. The challenge lies in reducing complexity and operational costs, while increasing the impact of your in-house teams by focusing their efforts on revenue-generating and innovation projects.

What if the solution was to cost effectively offload your routine support tasks, and shift time-intensive advanced problem solving to an expert team of support engineers?

Get a direct line to our most elite technicians who listen first then deliver advanced troubleshooting - no scripts here. And they’re measured on first-time fixes so they’re committed to prompt and accurate resolution.

Premier Support Center

- Advanced technical support available 24 x 7 x 365
- Dedicated phone number and no phone tree menu to navigate
- Single point of contact for end to end case & escalation management
- Hardware and OEM software support (1)

Technical Account Managers (TAMs)

- Proactive relationship and escalation management
- Personalized recommendations for your business
- Robust quarterly reporting (3,5)

VIP Treatment

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• No waiting in-line
• Next-business-day onsite labor (2,3)
• Parts prioritization (3,4)

You also have access to technical account managers who act as a single point of contact for case management. You'll enjoy the consistency, accountability, and visibility you deserve. And thanks to next-business-day repair service and prioritized parts access, you'll keep system downtime and productivity interruptions to an absolute minimum.

That's the Premier difference.

Interested in advanced level technical support for your Lenovo ThinkVision monitors?

We've got you covered. Now you can purchase Premier Support for monitors and enjoy a single support contact experience (5) with our elite Premier Support technical team.

Get how-to and technical assistance across a variety of common questions and issues surrounding configuration, resolution, display settings, and multi-monitor interoperability—along with support on popular industry software, device drivers, and more (6).

And if we do need to swap out your warrantied monitor, your replacement is prioritized over standard claims and delivered to you the next business day through Lenovo Advanced Exchange (7).

Please note that not all services and features are available in all countries. Hours may vary around the world. Please contact your local sales representative for more details and confirmation of local availability.

1) Not included:
- ERP Software applications
- Some software is not supported (ask your representative for a listing of supported software)
- Non-warranty spare parts and service

2) Next business day onsite not guaranteed in all countries; in this case, Premier customers will receive priority/best available service delivery.
Out of stock parts could delay service delivery. Not available in all countries. If Lenovo determines

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the issue is covered by warranty and cannot be resolved over the phone or through a customer replaceable part, repair will be made on-site where service is available. Otherwise, best available service delivery will be used. Calls received after 4:00pm local time will require an additional business day for service dispatch. Next day service not guaranteed.

3) Not available in all countries.

4) Various levels available. Select criteria apply. Contact your local sales representative for more details.

5) Premier Support Technicians will handle each case from end to end. Technical Account managers are available to assist with case management at the discretion of the Premier Support engineer.

6) Software and hardware assistance is limited to the ThinkVision monitor entitled to Premier Support service

7) Lenovo Advanced Exchange provides a replacement next business day. You must return the defective monitor within 30 days. Next business day may not be available in some areas. See Lenovo Services Agreement for detailed information

3 Year Keep Your Drive

When Data Security Matters To You

Trust Lenovo to cover the full lifecycle of your IT assets and free up your technicians to focus on what counts. A true business partner dedicated to your satisfaction and success, Lenovo offers a portfolio of service and support solutions.

Keep your Lenovo™ drive and data within your custody, improving security and potentially alleviating civil liability risks.

Lenovo’s Keep Your Drive service lets you dispose of business data on your terms. (1)

Keep the drives secure and on premise if sensitive to data security or have specialized data liability requirements.

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Predictable Budgets

Provides predictable upfront costs versus finding budget in the event of drive failure.

Regulatory Compliance And Protection

Helps your organization avoid the legal and monetary repercussions associated with a breach in data security.

Data Remains Secure

Eliminates the need for tracking failed drives in transit, giving IT staff the time to concentrate on mission-critical business activities.

When Lenovo replaces a defective part under warranty, we keep it. With the Keep Your Drive service, you keep your drive and data.

• Confidential information remains with you
• Covers multiple drives or failures
• No need to track failed hard drives in transit.

KYD should be purchased at the time of system purchase.

Coverage continues for the duration of a system’s limited warranty, even if the hard drive has been replaced.

KYD covers multiple drives in a system and multiple failures.

Both Solid State Drives (SSD) and hard drives are covered by KYD. Some models also require an upgrade to on-site service when the SSD is soldered to the system board.

Lenovo™ Keep Your Drive (KYD) is part of a comprehensive portfolio of Lenovo™ services that support the entire life cycle of your PCs.

1) Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo.

3 Year Sealed Battery

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A Better Battery Deserves Better Protection

Protect your investment by extending one year base battery warranty.

The warranty is significantly less than that of a replacement not covered by an extension policy. A Sealed Battery Warranty will prevent the hassles and frustrations of system unavailability. Lenovo-certified technicians ensure an effective and efficient battery replacement.

Lenovo’s selected PCs incorporate a battery specifically designed for ultrathin products. This sealed non-Customer Replaceable Unit (non-CRU) battery is designed to last three years under normal usage, and with RapidCharge technology, charges 2.5 times faster than typical ThinkPad® batteries.

Doesn’t a better battery deserve better protection?

Extend your base warranty to a 2 or 3-year Sealed Battery Warranty (available with warranty extension). A low upfront cost provides significant savings relative to a non-covered battery replacement, and saves the hassle and frustration of dealing with unplanned IT expenses.

Benefits

• Low upfront cost is significantly less than that of a replacement not covered by an extension policy.
• To prevent unexpected repair costs.
• Combined with On-site or Advanced Exchange Service a Sealed Battery Warranty will prevent the hassles and frustrations of system unavailability.
• Be assured of an effective and efficient battery replacement with Lenovo™-certified technicians.

Lenovo™ Sealed Battery Warranty is part of a comprehensive portfolio of Lenovo™ services that support the entire life cycle of your PCs.

1) Hardware availability varies by region.

2) Batteries degrade over time and variables such as temperature, usage and time affect battery life. Lenovo’s Sealed Battery Warranty provides a one-time replacement opportunity in the event a defective or faulty battery fails to meet minimum performance standards. Battery health thresholds are determined by Lenovo’s built-in battery diagnostic tool taking these factors into consideration.

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International Warranty Upgrade

Travel Internationally? Get the International Warranty Upgrade to extend your Accidental Damage Protection coverage, Keep Your Drive Service, and Sealed Battery Warranty (1).

1) Under the Lenovo PCSD Agreement, the service for ADP, Keep Your Drive, and Sealed Battery Warranty is available in country or region where coverage was purchased and is not transferable should system travel to another country. International Warranty Upgrade allows for claims in other countries if these services are offered and device is supported in that country.

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