Lenovo 5PS0N73174 warranty/support extension 5 year(s)

Model: 5PS0N73174

Manufacturer: LENOVO

Product Code: 1666819

R6,637

5 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

5 Year Accidental Damage Protection

Pennies-A-Day Protection From Non-warranty Damage.
Protecting Devices from the Unexpected.

Today’s highly mobile workforce knows that **accidents happen**. Drops, bumps, and spills can damage even the most durable and well-engineered tablets, PCs, and Smart Displays. Lenovo’s Accidental Damage Protection (1) service covers accidents beyond the system warranty and **protects your devices** from non-warranty operational or structural failures incurred under normal operating conditions. This service helps IT departments avoid purchasing and managing extra inventory to replace damaged units.

Does My Organization Need Accidental Damage Protection?

Standard warranty terms and conditions don’t cover accidental damage and experience shows that a significant portion of users’ devices will be damaged and not covered under warranty in the first

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three years. Compared to repair or replacement costs, Accidental Damage Protection saves up to 80% (depending on device type and repairs needed). Lenovo’s Accidental Damage Protection service protects systems from the unintentional but unavoidable “oops” incidents bound to occur in highly mobile and active Modern IT workplaces.

The Cost Of Repair And Replacement

Based on historical Lenovo claims, Accidental Damage Protection can save, on average, 28% versus the typical cost of PC repairs and 75% for tablet repairs. While costs vary by device and the work needed, replacing and repairing commonly damaged components can be expensive:

- $700 System Boards
- $600 Monitors & Display Hardware
- $300 Disk Drives
- $250 Damaged Tablet (minor repairs)
- $800 Damaged Tablet (multiple part replacements)

What Does LenovoAccidental Damage Protection Cover? (2)

When it occurs under normal operating conditions, Accidental Damage Protections covers:
- Accidental drops, spills, bumps, and structural failures
- Electrical surges
- Damage to the integrated LCD screen

What Happens Once Your Claim Is Made?

1. Lenovo uses comprehensive diagnostic tools to identify hidden damage that may be otherwise overlooked. (3)
2. Skilled, qualified technicians conduct repairs using only Lenovo certified parts. (3)
3. Restored PCs are returned to users or, if repairs are not possible, Lenovo replaces at no additional charge. (4)

Options: Accidental Damage Protection

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Premier Support

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International Warranty Upgrade

Travel internationally? Get the International Warranty Upgrade to extend your Accidental Damage Protection coverage. (5)

Smarter is protecting devices from the unexpected.

Lenovo™ Accidental Damage Protection (ADP) is part of a comprehensive portfolio of Lenovo™ services that support the entire life cycle of your PCs.

1) Not available in all markets.

2) Not covered by Lenovo Accidental Damage Protection: cosmetic damage (scratches, dents, or cracks not affecting product functionality or structural integrity); equipment loss or failures due to use outside normal operating conditions; data loss or business interruption; intentional damage and misuse; removal or alteration of parts/accessories; theft; fire damage; damage to peripherals or third-party products (even if sold by Lenovo).

3) If entitled to onsite warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired onsite, the Service Provider will repair or exchange your product at your location. Some repairs may be completed at a service center; if so, the Service Provider will send the product to the service center at its expense. If on-site warranty with Accidental Damage Protection purchased, onsite service level repairs limited to LCD and non-customer replaceable keyboards. If repair cannot be completed at first onsite visit, the system will be shipped to Lenovo’s Service Center. Onsite service may not be available in all regions.

4) Limitation of one replacement product. If the cost per claim exceeds the price of the product, the product will be replaced at Lenovo’s discretion.

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5) Service available in country or region where ADP coverage purchased and is not transferable should system travel to another country. International Warranty Upgrade allows for claims in other countries if ADP offered and device is supported in that country.

5 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.

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.

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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.

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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