

IBM IntelliStation 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 or call 1-800-426-7235, Option 2 to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Shrinkwrap	Estimated Retail Price	Base Warranty
IntelliStation E Pro	6893	10U 11U 12U 14U 17U 18U 19U 41U 42U 43U 44U 48U 50U 52U 53U 54U 56U 57U 58U 59U 60U 61U 62U	3 YR 9x5 Onsite	4300954	\$199	Year 1 parts & labor
			3 YR 24x7 4-hour service	31L2721	\$549	
IntelliStation M Pro	6888	22U 26U 28U 36U	3 YR 24x7 4-hour service	31L2721	\$549	Years 2 & 3 parts only Second business day response
		10U 11U 13U 14U 15U 16U 18U 19U 24U 25U 27U 29U 30U 41U 42U 43U 44U 45U 46U 48U 50U 51U 52U 53U 54U 55U 56U 57U 58U 59U 60U 61U 63U 64U 65U 69U 90U 5EU				
		10U 11U 12U 13U 14U 18U 19U 22U 24U 28U				
IntelliStation Z Pro	6865	20U 21U 22U 25U 26U 27U 28U 30U 36U 38U 40U 43U 45U 46U 48U	3 YR 24x7 4-hour service	31L2721	\$549	Years 2 & 3 parts only Second business day response
		10U 11U 12U 13U 14U 15U 16U 17U 18U 19U 26U				

this list is current as of 6/22/99

***Service Level**

24 x 7 x 4 hour

A service technician is scheduled to arrive at your location within 4 hours after problem determination is completed. Service is provided around the clock every day, including IBM holidays.

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.

***Limitations of service**

- Service descriptions are response time objectives and are not guaranteed.
- Service options available are based on specific product and must be purchased during the original warranty period.
- Onsite service for mobile products and 24x7 2-hour service for servers are available only in the US metropolitan locations listed for those service options.
- For ThinkPads 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 (TSA) with the manufacturer.
- Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner or call 1-800-426-7235, Option 2***