

IBM PC 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
PC300GL	6275	10U 11U 12U 20U 21U 22U 25U 40U 44U 50U 55U 56U 57U 60U 66U 70U 73U 74U 75U 80U 83U 90U 94U 95U B1U B2U B4U B7U B9U F1U H1U G3U G8U G9U M2U R1U R3U R4U R5U	3 YR 9x5 Onsite	4300953	\$109	Year 1 parts and labor Years 2 & 3 parts only Second business day response
	6277	27U 35U 51U 55U 70U 71U 87U 88U 98U 5DU	3 YR 24x7 4-hour service	31L2720	\$299	
	6282	30U 32U 34U 38U 44U 46U 54U 58U 62U 63U 66U 69U 73U 74U 75U 78U 82U 83U 86U 87U				
	6284	10U 12U				
	6285	10U 11U 13U 20U 21U 40U 50U 56U 60U 66U 70U 75U 80U 90U G1U G9U				
	6287	4AU 4BU 20U 22U 30U 32U 40U 41U 5AU 5BU 60U 61U 69U 80U 85U 86U 90U 91U 92U 95U 96U 97U				
	6561	10U 11U 13U 20U 22U 30U 32U 34U 35U 38U 40U 42U 50U 53U 54U 60U				
	6591	15U 20U 22U 30U 34U 40U 50U 54U 60U 76U				

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Shrinkwrap	Estimated Retail Price	Base Warranty
PC300PL	6562	34U 36U 38U 46U 50U 52U 54U 84U 86U 88U 460				
	6592	12U 16U 50U 84U 86U				
	6862	11U 12U 14U 16U 18U 22U 23U 24U 27U 29U 34U 41U 52U 80U 82U 83U 84U 85U 88U 90U D1U D2U N1U N2U N5U N8U V1U V2U V4U N6U N9U V5U V6U				
	6892	12U 14U 16U 20U 47U 79U 80U 81U 82U 83U 89U 95U N2U N8U N4U N9U				
PC300XL	6588	10U 12U 15U 41U 42U 43U 51U 53U 61U				
PC300	6560	10U 17A 19M 19T 40U 44U 50U 52U 66U 70U 79M 79T	3 YR 9x5 Onsite	4300957	\$109	3 years parts & labor
PC330	6571	K3B K4F L0A L3B L4F L4G L5B L5C L5F L5K W0A W4F W5F W5G W5K	3 YR 24x7 4-hour service	4300959	\$229	Year 1 onsite, Next business day response Years 2 & 3 customer carry-in
	6573	L0A W0A L5F L5K W5F W5K				
	6575	14F 15F 15H 1U0				
	6576	20E 25F 26F 30U 35F 35H 36H 37H 37T 45F 45H 47H 50U 55F 55H 57H 57T 59H 59T 70U 76U 79H 79T 90U 99H 99T				
	6577	7AT 50U 55F 55T 59J 59T 70U 79J 79T KBT				
PC730	6875	34F 34G 44F 44G				
	6876	34F 34G 44F 44G				
	6877	KAA KAC KAE KAG KAN KAR VAA VAC VAE VAG VAN VAR				
PC350	6581	K3B K3F K4F KNF L0A L3B L4F L5B L5C L5F L5G L5K W0A W4F W5F W5G W5K WRK WRF	3 YR 9x5 Onsite	4300958	\$180	3 years parts & labor
	6585	14F 15F 15H 15J	3 YR 24x7 4-hour service	4300960	\$299	Year 1 onsite, Next business day response Years 2 & 3 customer carry-in
	6586	3RF 5SH 5XH 7XH 9XH 20E 25F 26F 30U 35F 35H 36H 37H 37T 45F 45H 45K 47H 50E 50U 55F 55H 57H 57T 59H 59T 70U 76H 79H 79T 90U 99H 99T				
	6587	7AJ 7AT 7NX 7ZT 9AJ 9AT 9BT 9ZT 50U 59T 70U 79T 90U GAV K0U KBT KSX L0U LBV				
PC360	6598	CFK FFK CXJ CXK CXX				
PC365	6589	10U 11U 12U 13U 14U 15U 17U 18U				

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Shrinkwrap	Estimated Retail Price	Base Warranty
PC750	6885	4CH 4CJ 4RM 7EH 35H 35J 45H 45J 45M 48M 55H 55J 68H 78H P5H P5M P8M PCH PRM R5H R8H T8H TEH				
	6886	3CH 3CJ 4CH 4CJ 4RM 5CH 5CJ 6EH 7EH 35H 35J 45H 45J 45M 48M 55H 55J 68H 78H P5H P8H PCH RCH T8H TEH				
	6887	6AA 6AC 6AE 6AG 6AN 6AR 9AD 9AH 9AS 81A 81E 81N 86B 86F 86P EAA FAA HAA KAA KAC KAE KAG KAN KAR KBA KBE KBN KCC KCG KCR KFA KFE KFN MAC MAG MAR VAA VAC VAE VAG VAN VAR VBA VBE VBN VCC VCG VCR XAC XAG XAR Y1E YFA YFE YFN YPA YPE YPN				

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