

NetVista US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

Warranty Service Upgrade Overview

- Provides repair or exchange services of your IBM equipment.
- Choose from a variety of service options, with coverage for parts and labor, so you can select the package with the response time that fits your needs.
- Options available are based on specific product. See supported product listing found later in this document.
- Service is only available for machines released and purchased in the United States. Special Bid machines are not eligible.
- Service period begins with the product warranty, and includes the original limited product warranty period.
- IBM performs hardware problem determination to the component level. For non-IBM components you must provide the replacement part and IBM will provide the labor to replace it. If IBM has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- Service must be purchased with the product or at any time during the original product warranty period.
 - ✓Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/services/servicepac/us>
- Before making your purchase decision, please read the "Limitations of Service" statement for important details.

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit [ibm.com](http://www.ibm.com), or contact your IBM Business Partner.

Which service coverage is right for me?

- If your IBM machine is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac) is right for you. For details, visit http://www-1.ibm.com/services/its/us/details2_spwmain.html.
- If your IBM machine is still within its original warranty period, then you can upgrade your service with a ServicePac® WSU. For more information and to purchase this offering, visit http://www-1.ibm.com/services/its/us/details_spwmain.html.
- Service is only available for machines released and purchased in the United States. Special Bid machines are not eligible.

Service options meet your needs

To select the ServicePac that's right for you, from the table below simply...

- Select the Machine Name, Type and Model Number that matches the system for which you'd like to upgrade the warranty service
- Choose the Service Level* that meets your service needs
- Contact your IBM Business Partner to place your order

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
IBM Desktop Systems (listed in ascending order by Machine Type)						
NetVista A40i	2251	T2U TAU TEU VAU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A21i	2254	CTO CVF CVU F2U F3U G01 G02 G03 G04 G05 G06 G20 G21 G22 G23 H2U H3U L01	1 YR onsite repair 9x5x4 hour 2 YR onsite repair 9x5/next day	54P1858 54P1859	\$42 \$75	1 year parts and labor
NetVista A22	2257	31U 32U 33U	2 YR onsite repair 9x5x4 hour 3 YR onsite repair 9x5/next day	54P1860 54P1861	\$139 \$132	Second business day response
NetVista X41	2283	50U 51U 53U 55U CVU XX4	3 YR onsite repair 9x5x4 hour	54P1862	\$239	
NetVista A22p	2292	13U 21U 22U 23U 33U 34U 35U 36U 41U 42U 43U 44U 51U CAU CBU CCU CDU CHU CJU KBU KCU KDU				
NetVista A40, A40p	6058	KHU KUU KWU PAU PBU RAU RBU TAU TBU THU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	41L2734 41L2740	\$129 \$159	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
NetVista A20	6266	DDU E2U E3U E4U EAU EBU EEU F2U F3U FFU GGU GHU H4U HBU M6U M8U M9U N3U N4U P2U P6U P8U PKU Q6U QAU VJU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A20	6269	20U 30U 40U 50U 60U 70U 80U A6U AAB ABA ABB ADU AFU AGU BAA BAB BBA BBB C1U C2U CAA CAB CBA CBB D1U D2U D3U E1U E2U ECU F1U F2U F3U FAA FAB FBA FBB G2U GAA GAB GBA GBB H1U H2U H6U H7U HCU HDU J2U J4U K1U K2U KAA KAB KBA KBB L1U L2U LAA LAB LBA LBB M1U M2U MAU MBU MCU N1U N2U N4U P1U P3U P4U RAU RBU S4U SAU U6U UDU UP5 UP6 UP7 UP8 UPS V3U V4U VDU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A20	6270	BAB BAJ D2U E2U E3U E4U F2U F5U H2U H7U HHU HSU M2U M4U N2U N3U N4U P2U P7U PHU Q9U S2U S4U S6U SDU SEU T2U T3U T4U T5U T7U T9U TDU TEU				
NetVista X41	6274	10U 11U 12U 13U 14U 15U 16U 17U 18U 1TU 21U 22U BNU CVU F19 F20 KAU KBU KCU KFU KGU K KU KNU MFF MGU MKU MQU MSU NAU XX7	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A20i	6280	13U 17U 20U 25U 35U 36U 58U B1U B3U S8U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A21	6336	CTO CVF CVU G01 G02 G03 G04 G20 G21 G50	1 YR onsite repair 9x5x4 hour 2 YR onsite repair 9x5/next day	54P1858 54P1859	\$42 \$75	1 year parts and labor
NetVista A21	6337	CTO CVF CVU G01 G02 G03 G04 G05 G20 G21 G22 G50	2 YR onsite repair 9x5x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	54P1860 54P1861 54P1862	\$139 \$132 \$239	Second business day response
NetVista A21	6339	16U 24U 26U 41U 56U 57U 64U 81U B5U B8U CH1 KAU KDU KEU KGU KHU KPU KTU MPU NSU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A21	6341	20U 27U 41U 58U 64U 81U 83U B7U CAU CBU D1U D3U E1U E3U K6U K7U KAU KBU KDU KEU KFU KGU MEU N5U N6U N7U NYU QBU QHU QJU QQU				
NetVista A21	6342	25U 46U 54U 62U B3U KBU K KU KRU PQU				
NetVista A22p	6343	13U CT0 CTO KAU KEU KGU M1U M2U M3U				
NetVista A21	6347	27U K3U KAU KCU KDU KGU KHU KJU K KU KNU MBU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A22p	6349	11U 17U CT0 KGU KSU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A22p	6350	11U 12U 13U 15U 21U 22U 25U 26U 31U 33U 35U 36U 37U 3CU 51U 61U 91U CAU CBU CCU CDU CT0 J1U JU1 K4U K9U KFU KGF KGU KTU				

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NetVista A40, A40p	6578	A2U A3U A5U AAA AAB AAD AAE ABA ABB ABD ABE ACA ACB ACD ACE B1U BAA BAB BAD BAE BBA BBB BBD BBE BCA BCB BCD BCE BDA BDB BDD BDE BE1 BEA BEB BED BEE BFA BFB BFD BFE BGU BIU BLU BNU BPU CAA CAB CAD CAE CBA CBB CBD CBE CCA CCB CCD CCE CDA CDB CDD CDE CEA CEB CED CEE CFA CFB CFD CFE CLI CLU CM1 CTO D5U DEU DGU DHU E2U E3U E4A E4D E4E E4G E4L E4P E4R E4T E4U E4W E6U E7U ETU EVU F2U F3U F4U F5U F6U F7U FBV FCU FDU FEU FFU FHU FLU FMU FSU FZU G2U G3U G44 G4U G5U G6U G7U GJU GKU GLU GMC GMU GNC GUU GVV GYU H8U JKU JMU JQU JRU JZU K2U K3U K4U K5U K6U K8U KAG KAU KBV KCU KDU KEU KFU KGU KHU KJU KKV KLU KMU KPV KXU L1U L2U L6U L7U LAU LBU LCU LDU LLU LMU LSU LTU LUU LVU LYU M1U M2U M5U MBU MCU MDU MEU MJU MMU MPU MS1 MS2 MSU MWUMYU MZU N1U N5U NAG NAU NBU NCU NDU NFU NJU NKU NPU NSU NWU NYU P1U P2U PAU PBU PCU PDU Q4U Q5U Q6U Q7U Q8U Q9U QEU QFU R1U R2U RAA RAC RAD RAF RAU RBA RBC RBD RBF RBV RCA RCC RCD RCF RCG RCU RDA RDC RDD RDF RDU REA REC RED REF REU RFA RFC RFD RFF RFU T2U TAU TBU TCU TFU TGU THU UN6 WM2 WM7 WM8 WU4 WU5 Y17	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A40, A40p	6579	A2U A3U A4U A5U A6U ACD ACF ADD ADF BCD BCF BDD BDF BED BEF BFD BFF CCD CCF CDD CDF CED CEF CFD CFF DCU E5U F3U F4U FJU FMU FPU FRU FTU FUU GFU KMU KTU L1U LAU LBU MAU MRU N1U N2U N3U N5U N8U N9U NAU NBU NCU NDU NKU NLU NVU NWU P0U P1U P2U P3U P4U P5U P7U PCU PDU POU Q4U R1U RAU RBV RCD RCF RDD RDF RED REF RFD RFF RJU RKV T2U TAU TCU TDU TKU VHU WF1 WF2				
NetVista X40	6642	11U 12U 13U 14U	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista X40	6643	11U 12U 13U 14U 21U 22U 23U 24U 31U 32U 33U 34U BDU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	30L9199 41L2732	\$99 \$229	Year 1 parts and labor
NetVista S40	6645	BBB N3U P1U W1U W2U W4U W6U	3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	31L2724 69P9158 69P9159 69P9160	\$299 \$198 \$350 \$433	Years 2 & 3 parts only Second business day response
NetVista S40P	6646	Q1U	3 YR onsite repair 9x5x4 hour	41L2734	\$129	3 years parts and labor
NetVista A40, A40p	6648	CTO D2U D3U D4U D5U D6U D7U D8U D9U E2U E3U E4U ESU E6U F2U F3U FAU FC1 FC5 FSU K9U KCU KDU KNU KSU LAU LBU MCU MDU N1U N2U N3U N4U N5U N6U N7U N8U N9U NAU NBU PAU PBU QAU QBU QCU QDU QEU QJU QKV QLU QNU QPU QQU QTU QUU QZU RAU RBV SBU TAU TBU TCU WNS WSU	3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2740 69P9161 69P9162 69P9163	\$159 \$89 \$250 \$293	Next business day response
NetVista A40, A40p	6649	J2U J3U J4U JRU KAU KBV KLU KNU NAU NBU PAU PBU R2U RAU RBV TAU TBU TCU				

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NetVista M41	6790	11U 13U 21U 22U 23U 25U 2DU 31U 32U 34U 35U 3AU 3BU 42U 43U 44U CAU CBU CCU CDU CEU CH9 CT0 D3U D4U D5U D6U D7U DCU DDU DGU DHU DLU DMU DQU DRU DSU E2U E3U E4U E5U E8U EDU EEU EFU EGU EHU EMU ERU ESU EYU EZU G11 G12 G13 G14 G16 G17 G19 G20 G40 G44 G48 G88 H1U H2U H5U HDU HEU HGU HHU HJU HKU HMU HNU HU1 HZU K3U K4U K7U K8U KGU KHU KJU KLU KMU KPU KQU KVV KZU MAU MBU MKU N2U N6U N8U NAU NCU NNU NSU NYU NZU P1U P6U PAU PCU PDU PNU PTU PUU PVU PYU PZU R7U R8U R9U RCU RHU RLU RMU RSU S1U SB2 SB3 SBU SEU SGU SHU SSU STU SVU SZU T1U TAU TBU TEU TGU TQU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista M41	6792	11U 15U 1XE 21U 22U 23U 24U 25U 2DU 2EU 2HU 2JU 31U 32U 33U 39U 3DU 3GU 3JU 3KU 3MU 3NU 3SU 3VU 42U 43U 44U 45U B3U B5U B8U B9U C4U C5U C7U C9U CAU CBU CCU CDU CEU CGU CLU CMU CPU CT1 CTO CTU CYU D3U D4U D5U D9U DAU DDU DHU DJU DKU DQU DRU DSU DUU DVU DYU DZU E3U E4U E5U E9U EAU EBU EEU EFU EJU EKV F5U F6U F8U FUU FVU G1U G30 G32 G34 G36 G57 G7U G86 G88 G90 GAU GPU H8U H9U HCU HDU HEU HLU HNU HQU HRU HTU J6U J9U JGU JHU JJU JSU JTU JUU JYU K4U K5U K7U K8U K9U KBU KC1 KCU KDU KJU KLU KMU KNU KVV KWU KZU LEU LFU LJU LKU LLU LMU LPU M3U M9U MFU MHU MLU MMU MNU MPU MRU MS1 MVU MZU N1U N3U N6U N7U N8U N9U NBU NCU NJU NNU NWU P3U P4U P6U PFU PPU PSU Q2U Q4U Q5U Q8U Q9U QCU QDU QEU QFU QHU QLU QVU QZU R3U R5U R6U R7U R9U RAU RBU RGU RTU RUU S1U S6U S7U SN1 SN2 SN3 SN4 SN5 SN6 SN7 SUU SVU SYU T1U T4U TDU TEU TFU TGU TNU TWU UN8 UN9 V3U V4U VC1 VFU VGU VKU VVU				
NetVista M41	6794	11U 21U 26U 31U 34U 37U 3AU 42U 43U 8GU AE1 CAU CBU CCU CDU CEU CT0 CTO DE1 DE2 DE3 DE4 DE5 DE6 FBU FCU FDU FFU FGU FHU K2U K3U K5U K7U KA1 KAU KBU KCU KDU KEU KFU KKV KMU KPU KQU KRU KSU KTU KUU KWU KYU KZU M1U M2U M3U M4U M6U M7U M8U MBU MEU MGU MHU MKU MLU MMU MRU MTU MVU N2U N3U N4U N6U N7U NBU NEU NGU NHU NJU NLU NMU NQU NRU NUU NWU NYU NZU P1U P2U P6U PRU Q1U Q2U QAU QCU QEU QHU QJU QTU QUU QWU QYU QZU R2U RCU RGU RHU RMU RPU RQU RRU RSU RT1 RT2 RT3 RTU RUU RVU S5U SDU SGU SJU SKU SLU SMU SPU STU SUU SVU SWU T1U T3U T7U T8U TDU TEU TFU TGU TKU TRU TUU TVU TW1 TW2 TWU TYU UN8 UN9				
NetVista A22p	6823	11U 12U 21U 22U 31U 3CU 91U CAU CBU CCU CDU K2U K3U	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	30L9199 41L2732	\$99 \$229	Year 1 parts and labor
NetVista A22p	6825	11U 12U 21U 22U 24U 31U 32U 42U CEU KAU	3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	31L2724 69P9158 69P9159 69P9160	\$299 \$198 \$350 \$433	Years 2 & 3 parts only Second business day response
NetVista A40, A40p	6830	CAU CBU CTO DE1 DE2 DE4 DE5 EAU EBU FAU GBU K9U KCU MEU MFU MGU MHU MJU MKU MLU MMU MNU MUU MYU P2U R2U T2U TAU TCU VAU WEU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response

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NetVista A40	6831	EAU GAU GBU KAU TAU VAU VBU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A60i	6832	20U 22U 25U 40U 44U 45U 61U 71U CAU CBU CCU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day	41L2734 41L2740 69P9161	\$129 \$159 \$89	3 years parts and labor
NetVista A60	6833	20U 21U 23U 25U 45U 46U 61U 71U 72U 73U CAU CBU CCU E1U E2U E3U KCU KDU KFU KHU KJU K KU KLU KPU	4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	69P9162 69P9163	\$250 \$293	Next business day response
NetVista A60	6838	C1U D1U				
NetVista A40, A40p	6840	C1U CAA CAC CAD CAF CAU CBA CBC CBD CBF CC1 CCA CCC CCD CCF CDA CDC CDD CDF CEA CEC CED CEF CFA CFC CFD CFF CTO D6U D7U D8U D9U DAU DBU E1U EAA EAC EAD EAF EAU EBA EBC EBD EBF ECA ECC ECD ECF EDA EDC EDD EDF EEA EEC EED EEF EFA EFC EFD EFF G1U GAA GAC GAD GAF GAU GBA GBC GBD GBF GCA GCC GCD GCF GDA GDC GDD GDF GEA GEC GED GEF GFA GFC GFD GFF GGA K4U K6U M6U M9U MAU MGU MMU MNU MPU MQU N7U N8U N9U P2U P7U QBU QEU QLU R2U T2U TAU VAU VBU				
NetVista A40, A40p	6841	D4U D7U E1U E2U EAU ECD ECF ECU EDD EDF EED EEF EFD EFF G1U GAU GCD GCF GDD GDF GED GEF GFD GFF K1U K6U MGU MHU T2U TAU VAU				

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
NetVista M42	8301	22U 32U 41U 51U 52U 53U 61U 81U CTO E1U K1U K2U K3U KCU KDU KEU KHU KJU KLU KNU KSU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day	41L2734 41L2740 69P9161	\$129 \$159 \$89	3 years parts and labor
NetVista M42	8303	21U 22U 24U 25U 26U 27U 31U 33U 35U 36U 37U 41U 42U 43U 44U 46U 52U 53U 54U 61U 62U 63U 81U 82U 83U BBU CAU CBU CCU CDU CEU CGU CHU CJU CKU CTO D1U D2U D3U DAV E1U E2U H5U H6U H7U H8U HGU HMU HNU HSU HTU HUU HVU HWU JQU JTU JVU HYU JDU K11 K12 K2U K31 K32 K61 K62 K6U K71 K72 K7U KHU KJU KNU KRU KSU KTU L5U LCU LKU LRU LVU LYU M5S M5U M6U M7U M9U MAU MFU MJU MKU MLU MMU MSU MUU MVU MWUMYU MZU NBU NCU NDU NLU NTU NVU NWU NZU PAU PBU PTU Q2U Q6U Q7U Q8U QBU QCU QDU QMU QPU QQU QTU QUU QYU QZU R5U RAU RGU RHU RLU RLU RPU RRU S1U S2U S4U S7U S8U SAU SB2 SBU SFU SJU SPU SRU STU SUU SWU SZU T1U T4U TAU TDU TQU TZU UAU ULU UNU VAU VFU VGU VLU VRU VTU VUU	4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	69P9162 69P9163	\$250 \$293	Next business day response
NetVista M42	8305	1DU 21U 22U 25U 29U 31U 34U 37U 39U 41U 42U 43U 44U 49U 4BU 4DU 4EU 4GU 51U 52U 53U 54U 57U 58U 61U 62U 63U 65U 67U 69U 6DU 6FU 6NU 6SU 81U 82U 83U 85U 8BU 8GU 8HU 8KU A2U A3U A4U A5U CAU CBU CCU CDU CEU CGU CHU CJU CKU CTO D2U D3U D4U E1U E3U E4U FAU G2U G7U G9U GAU GDU GKU GMU GNU GPU GVU H7U H9U HEU HGU HHU HJU HUU HVU J3U J5U J6U J7U J8U JAU JBU JCU JEU JFU JLU JMU JNU JPU JSU JUU JYU K4U K5U K6U K7U K9U KEU KFU KNU KRU KSU KUU KYU KZU L2U L4U LAU LCU LHU LLU LMU LSU LVU MCU MVU N3U N4U N8U N9U NFU NHU NJU NLU NQU NRU NSU P6U P8U PCU PKU PLU PNU PPU PTU PUU PYU Q6U QBU QCU QDU QEU QFU QMU QNU QRU QSU QUU QVU QYU R2U R7U R8U R9U RBU RJU RKU RLU RMU RPU RRU RYU S5U SAU SCU SDU SEU SHU SJU SN1 SN2 SN3 S5U STU SZU T5U T7U TAU TFU THU TKU TLU TMU TVU U2U U7U UBU UCU UEU UPU UUU V3U V6U V8U VC1 VCU VGU VSU W3U W4U W7U W8U WDU WS1 WS2 WS3 WVU WZU				
NetVista M42	8307	21U 22U 25U 31U 32U 41U 43U 46U 47U 48U 49U 51U 52U 53U 55U 61U 62U 63U 81U 82U 84U A2U A3U A4U A5U CAU CBU CCU CDU CEU CGU CHU CJU CTO D1U D2U D3U DE1 DE2 DE3 DE4 E1U H1U H3U H4U H5U H6U H7U H9U HDU HKU HNU HPU HQU HSU HUU HZU J1U J2U J3U J4U J7U JAU JBU JCU JDU JGU JJU JKU JLU JNU JQU JRU JSU JTU JUU JVU JYU K1U K2U K3U K6U K7U K8U K9U KBU KDU KFU KMU KNU KPU KSU KWU KYU KZU L2U L4U L5U L7U L9U LAU LHU LKU LLU LMU LRU LSU LTU LUU LVU LYU LZU MAU MBU MDU MEU MGU MHU MLU MTU MUU MVU N3U N5U N6U N7U N8U N9U NNU NSU NTU Q8U QAU QGU QKU QVU QZU R1U R2U R3U R6U R8U RBU RGU RLU RUU RVU RYU RZU UAU UCU UDU UJU UN1 W1U Y17	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A30, A30p	8310	14U 1AU 1BU 26U 27U 28U 29U 36U 37U 38U 39U 3AU 3EU 3GU 47U 48U 85U 93U 94U 95U 4EU 4GU 4HU 4KU 63U 64U 65U 81U 82U 91U A1U A2U CAU CCU CDU CEU CGU CHU CTO D3U D4U KCU KEU KVU LBU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A30p	8311	13U 15U 29U 2CU 2EU 3DU 3GU 47U 4DU 4NU 4PU 61U 62U 83U 85U 8DU 92U 96U A1U CAU CBU CCU CDU CEU CGU CHU CJU CTO D1U D3U	1 YR onsite repair 9x5x4 hour 2 YR onsite repair 9x5/next day 2 YR onsite repair 9x5x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	54P1858 54P1859 54P1860 54P1861 54P1862	\$42 \$75 \$139 \$132 \$239	1 year parts and labor Second business day response

NetVista US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
NetVista A30	8313	52U 53U 55U 5BU 5CU B2U B3U B4U B5U B6U B7U CAU CBU CCU K6U QQU	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A30	8315	11U 12U 23U 24U 37U 39U 42U 52U 53U 54U 5BU 5CU 5DU 61U 62U 91U B1U B2U B4U B5U B6U B7U B8U B9U CAU CBU CCU CDU KAU KBU KEU KGU	1 YR onsite repair 9x5x4 hour 2 YR onsite repair 9x5/next day 2 YR onsite repair 9x5x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	54P1858 54P1859 54P1860 54P1861 54P1862	\$42 \$75 \$139 \$132 \$239	1 year parts and labor Second business day response
NetVista S42	8319	11U 12U 14U 21U 22U 31U 41U 42U 43U 46U 48U 51U 52U 61U 62U 65U 81U 83U CAU CBU CCU CDU CEU CFU CGU JSU K3U K7U KAU KCU KLU KUU KZU M6U M7U MGU MQU MWUMYU MZU N1U N2U N6U N7U NBU NDU NEU NLU NPU NRU NSU NTU NUU NVU NYU PAU PCU PHU UDU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response

Service Response Time

24x7x2 hour	A service technician is scheduled to arrive at your location within two hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
24x7x4 hour	A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
9x5x4 hour	A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For noncritical service requests, a service technician will arrive by the end of the following business day.
9x5/next business day	A service technician is scheduled to arrive at your location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays.

Service Levels

IBM onsite repair (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival (ThinkPads) or 5 business days (Point of Sale equipment). ThinkPads arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
IBM onsite exchange (IOE)	<i>For IBM monitors and server peripherals:</i> A service technician will come to your location with a replacement machine and perform the equipment exchange. <i>For IBM printers:</i> A courier will deliver a replacement machine to you in exchange for your failed machine, and a service technician will arrive to uninstall the failed machine and install the replacement machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. In addition, the service technician will handle all return shipping responsibilities. All shipping and handling is paid for by IBM.
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your failed machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by IBM.

NetVista US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

Limitations of service for IBM Maintenance Services - ServicePac for Warranty and Maintenance Options for PC Products

These services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. A service technician is scheduled to arrive at your location within two or four business hours or the next business day (depending on service) after remote problem determination is completed. For the 9x5x4 hour service, calls dispatched after 1:00 p.m. local time, you can expect the service technician to arrive by the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. Onsite 24x7x2 hour service is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached Machine. Service activation is required immediately following purchase.

Locations eligible for specific service options

Onsite 24x7x2 hour service for servers and server peripherals will be provided within a 50-mile radius of the cities indicated on the list below, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip Find. Zip Find can be found on the Internet at:

<http://zipfind.net/>

Akron, OH 44308	Cleveland, OH 44114	Kansas City, MO 64106	Omaha, NE 68183	San Francisco, CA 94102
Albuquerque, NM 87103	Columbia, SC 29201	Las Vegas, NV 89101	Orlando, FL 32801	San Jose, CA 95110
Allentown, PA 18101	Columbus, OH 43215	Los Angeles, CA 90012	Philadelphia, PA 19107	Seattle, WA 98104
Atlanta, GA 30335	Dayton, OH 45401	Louisville, KY 40202	Phoenix, AZ 85003	St. Louis, MO 63103
Austin, TX 78767	Denver, CO 80202	Memphis, TN 38103	Pittsburgh, PA 15219	St. Paul, MN 55102
Baltimore, MD 21202	Detroit, MI 48226	Miami, FL 33133	Portland, OR 97204	St. Petersburg, FL 33731
Baton Rouge, LA 70816	Fort Worth, TX 76102	Milwaukee, WI 53202	Providence, RI 02903	Syracuse, NY 13202
Birmingham, AL 35203	Greensboro, NC 27402	Minneapolis, MN 55415	Raleigh, NC 27602	Tacoma, WA 98402
Boston, MA 02108	Harrisburg, PA 17101	Nashville, TN 37201	Richmond, VA 23219	Tampa, FL 33602
Bridgeport, CT 06604	Hartford, CT 06103	New Orleans, LA 70112	Rochester, NY 14614	Toledo, OH 43604
Buffalo, NY 14202	Honolulu, HI 96813	New York, NY 10007	Sacramento, CA 95814	Virginia Beach, VA 23456
Charlotte, NC 28202	Houston, TX 77002	Newark, NJ 07102	Salt Lake City, UT 84111	Washington, DC 20001
Chicago, IL 60602	Indianapolis, IN 46204	Norfolk, VA 23510	San Antonio, TX 78205	West Palm Beach, FL 33402
Cincinnati, OH 45202	Jacksonville, FL 32202	Oklahoma City, OK 73102	San Diego, CA 92101	Wilmington, DE 19801

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit ibm.com, or contact your IBM Business Partner.