

HelpWare CrossReference Sheet - October 21st, 2004

any questions, contact Lisa Bigioni, 905-316-3041

DESKTOPS	base warranty	HelpWare upgrades available	part#	Value part#
S50 & A50 8183, 8184 S50 8086_8087_8089_8090 M50 8185, 8186, 8187, 8189	3yr onsite	4th year NBD onsite	YN3D340	
A50p 8193_8194 A51p 8427	1st yr onsite, 2nd/3rd parts only	upgrade to full 3 years NBD onsite (8193/8194) 4th year NBD onsite (after upgraded to 3 yr onsite via above)	YNTOSNX YN3D340	
A50p 8195, A51p , 8423 A50 8084	1 yr carryin	upgrade to 1 year NBD onsite (8195) upgrade to 3 years NBD onsite (8195) 4th year NBD onsite (after upgraded to 3 yr onsite via above)	YNO1YRE YNO3YRE YN3D340	YNVO1YR YNVO3YR
A30 8199 A50 8085	1 yr onsite	upgrade to 2 years NBD onsite (A30) upgrade to 3 years NBD onsite (A30)	YNTCA12 YNTCA13	
THINKPADS	base warranty	HelpWare upgrades available	part#	Value part#
R40 2681, 2722 R51 1829, 2887 G40 2388 T42 2378	1 yr EZS	+1 year Carry-in/Courier Depot +2 years Carry-in/Courier Depot +3 years Carry-in/Courier Depot upgrade 1yr EZS to 1 year NBD onsite upgrade 1yr EZS to 2 years NBD onsite upgrade 1yr EZS to 3 years NBD onsite upgrade 1yr EZS to 4 years NBD onsite 1 year ThinkPad Protection 3 years of TPro (incls upg to 3 yrs Carry-in/depot) 4 years of TPro(incls upg to 4 yrs Carry-in/depot) upgrade to 3 year onsite + 3 years TPro(depote)	YNCCRN1 YNCCRN2 YNCCRN3 YNOS1YE YN12OYE YNO13YE YNTP14O YNTPR1E YNPR13E YNTPP14 YNTPO13	YNO12YE YNT3YRP
R50p 1832 T40, T41, T41p, T42 2373 X40 2371 X31 2672	3 yr EZS	upgrade from 3 year EZS to 3 years NBD onsite upgrade from 3 year EZS to 4 years NBD onsite +1 year carry-in/depot 3 years ThinkPad Protection Plan 4 years ThinkPad Protection (incl 4th year carryin/depot) upgrade to 3 yrs NBD onsite + ThinkPad Protection (depote)	YNO33YE YNTP34O YNCCRN1 YNPR33E YNTPP34 YNTPO33	
SERVERS	base warranty	HelpWare upgrades available	part#	Value part#
x205, x206 8482 x225, x226 , 8649, 8648, x305, x306 , 8673, 8836	1yr NBD onsite 1yr NBD onsite 1yr NBD onsite	upgrade to 3 yrs NBD onsite upgrade to 3 yrs NBD onsite upgrade to 3 yrs NBD onsite	YN2052O YN2252O YN2252O	