

Lenovo Approved Service Provider

ThinkPad Protection Training

Agenda

- Offering Description
- Process Outline
- ThinkPad Protection Enablement

ThinkPad Protection



Offering Description:

The ThinkPad Protection offering was developed specifically, to compete in the Mobile Computing Market. The offering is for accidental damages under normal operating conditions. The offering covers damages that are not typically covered under Lenovo's standard limited warranty. Examples are:

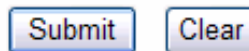
- Liquid spills on keyboard
- Drops or falls
- LCD damage

The system must have some form of Lenovo warranty as the prerequisite for ThinkPad Protection. ThinkPad Protection is not a replacement of base warranty. The ThinkPad Protection suite of services has been designed to match base, upgraded or modified warranty terms.

Guidelines for Placing a ThinkPad Protection Claim:

Entitlement

1. Verify machine type and serial number have ThinkPad Protection using Eclaim.com.
 - Via entitlement lookup in Eclaim.com, enter machine type and serial number
 - Verify results show the machine is covered by ThinkPad Protection
 - For systems covered by IBM ServicePacs your location must be ServicePac approved.
 - ThinkPad Protection claims are subject to a manual audit. Invalid claims are subject to recovery by Lenovo.



Warranty Status as of September 28, 2005

Machine Type/Model	1830CU9
Serial Number	XXXXXXXX
Expiration Date	August 18, 2007
Warranty Status	In Warranty with Maintenance Upgrade
Trained Technicians	Yes - Click Here to View Trained Technician
Previously Submitted Claims	Yes - Click Here to View Previously Submitted Claims
Brand Authorized	Yes
Maintenance Upgrade Authorized	Yes
Country	UNITED STATES
Description	This product has a three year limited warranty which includes a warranty upgrade. This product is entitled to parts and labor and is entitled to IBM EZServ. This machine is also entitled to the IBM Thinkpad Protection Service. Customers may call the IBM HelpCenter (800-IBM-SERV) for more information.

2. Verify repairs are within the terms and conditions of ThinkPad Protection coverage.

Scope of Service:

We agree to provide service as described below and in your invoice subject to the ThinkPad Protection terms & conditions. ThinkPad Protection provides additional service coverage for accidental damage to your ThinkPad notebook, including for example: damage caused by liquid spills on the keyboard, accidental drops and bumps of the product, an electrical surge that damages the product's circuitry, or accidental damage to the LCD screen.

3. Perform problem determination and identify parts required to complete repairs.
4. If assessment and problem determination result in three major components or more (system board, processor & LCD), call 1-800-426-SERV (EZServ).
5. If assessment and problem determination result in less than three major components proceed with filing a claim via Eclaim.com.

Filing a ThinkPad Protection claim

1. All parts required for repair must be submitted on one claim number (multiple line items if more than one part are required).
2. All normally required fields must be entered.

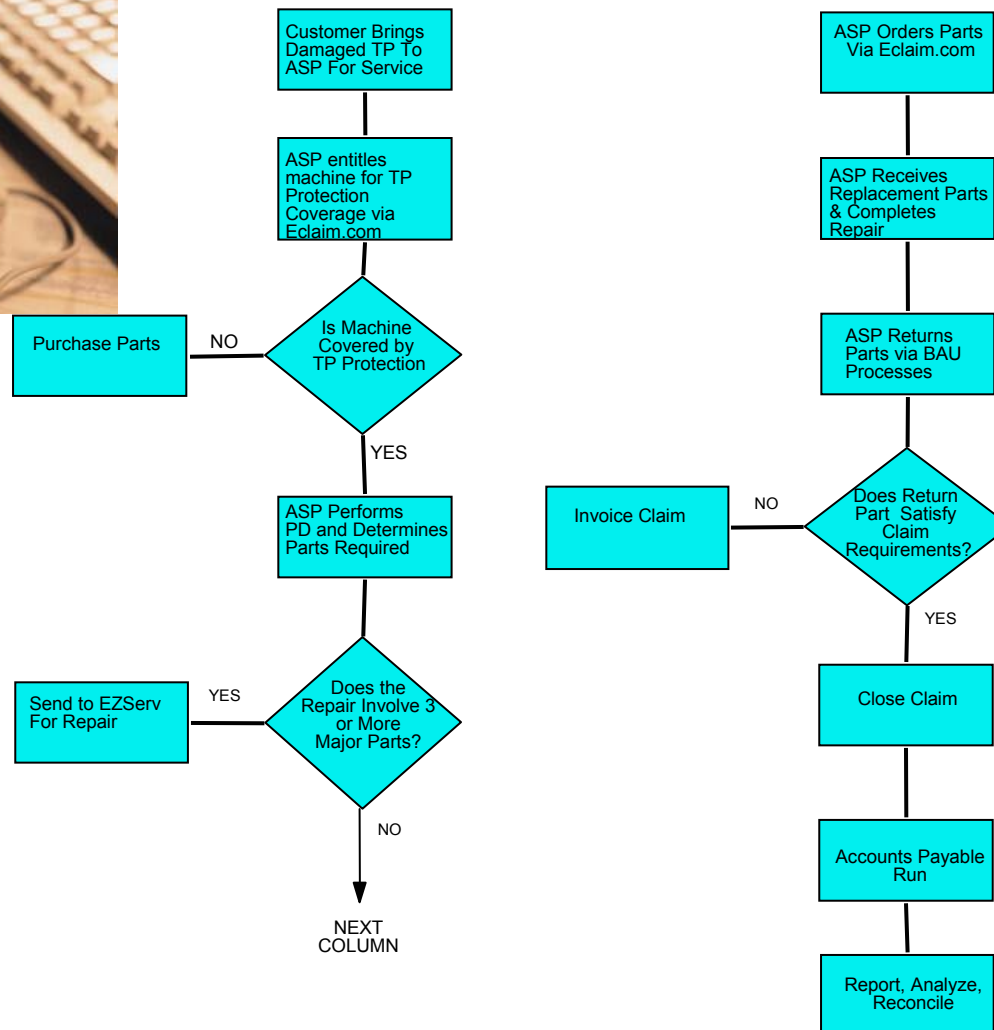
Payment Info.		Part Shipment Info.		Fail Desc/Comments		Messages									
Claim Info.		Machine/Part Info.		Customer Info.											
Mach/Model:	18663GU	Description:	THINKPAD X41 TABLET												
Serial Nbr:	LVA5117	Service Site:	C-Carry In												
Service Date:	02/01/2006 12:00 AM	Service Type:	01-Customer Limited Warrar												
POP Date:	/ /	Service Performed:	2-Replace												
Sub Part	Cross/Regular	Return/Scrap	Dealer PO	Fail Code											
	Cross	Scrap		PROTEC											
<table border="1"> <tr> <td colspan="8" style="background-color: #cccccc;"> </td> </tr> </table>															
<input type="button" value="Update"/> <input type="button" value="Hold"/> <input type="button" value="Entitle"/> <input type="button" value="Print"/> <input type="button" value="Tracking"/> <input type="button" value="Reset"/>															

- When selecting/entering part numbers you **MUST** enter the word "PROTEC" in the fail code field of Eclaim.com for each line item required.
- Complete and submit claims as normal.
- Follow normal warranty part return guidelines. (Returnable parts must be returned to Warranty Claims Center (WCC) with part return form. ****Scrap parts are not required to be returned.****)

****In the event both a normal warranty failure and a ThinkPad Protection repair are required, file a separate claim for the warranty repair. (Example: Customer has had a cracked cover for months but did not bring it in for repair until a normal warranty hard drive failure occurred. In this case, file a claim for the cover per previous instructions and submit the claim. Reminder: Fail code field should include PROTEC. File a new warranty claim for the hard drive. Warranty claims and ThinkPad Protection claims must be kept separate.)**



ThinkPad Protection Enablement



Entitlement – Approved Service Provider (ASP) must verify ThinkPad Protection Coverage

Multiple Parts - If machine requires three or more major components ASP will engage EZServ for repair.

Ordering Parts - ASP will order parts covered under ThinkPad Protection using Eclaim.com. Warranty repairs and ThinkPad Protection repairs are not to be filed on the same claim. If a warranty claim and a ThinkPad Protection claim are required, ASP must file two separate claims. Claims for ThinkPad Protection must contain "protec" in the fail code field for each line item on the claim.

Part Returns - All normal part return processes will be followed (scrap vs. returnable). WCC will accept physically damaged returns when "protec" is present in the Eclaim.com fail code field.

Accounts Payable - Multiple line ThinkPad Protection claims will pay one labor. Normal warranty repairs will flow business as usual. If ASP does not use "protec" in fail code field parts may reject, labor will not pay and invoicing may occur. Labor amounts will be based on normal payment tables.

ThinkPad Protection

What's Covered and What's Not

The following items are not covered by normal product warranty, but are covered by ThinkPad Protection

- LCDs: Physical damage including cracks, white spots and pressure points affecting pixel performance
- Keyboards: Obvious spills, sticky keys, multiple loose or missing keys
- System Boards: Spill damage or corrosion, broken and bent connectors
- Hard Disks: Shock damage, sometimes identifiable from error codes (DFT 0x73)
- DVD/CD/CDRW: Damage from accidental spills, missing or broken face plates
- Covers/Bezel: Physical damage including cracks, broken pieces, missing latches
- AC Adapters/Speakers: Broken or frayed wires

The following are not covered by ThinkPad Protection (Refer to service contract terms & conditions in SSG)

- Parts intended to be replaced or consumed (Battery) or cosmetic damage
- Damage from intentional misuse, unsuitable environment or alteration
- Theft, loss or damage from fire, flood or force majeure

Handling Tips To Avoid Accidental Damage

- Shut down, hibernate or put the computer in standby (Fn & F4) before moving it. Not doing so may result in hard drive failure and loss of data.
- Transport ThinkPads in individual, well cushioned bags. Do not put books on top of the computer.
- Do not pick up the ThinkPad by the display (LCD). This can cause hinges to weaken and in some cases, the display to crack. Subtle damage to the pixels may also occur. Again, weight, such as books, may cause compression and if being transported, also vibration. Damage to the LCD may result.
- Do not leave the computer in a parked car during hot summer or cold winter conditions. Extreme temperatures (below 41 degrees or above 95 degrees Fahrenheit) may result in damages to the ThinkPad case and internal components.
- Prevent liquids from contacting the ThinkPad. Liquid may cause damage to internal components, the keyboard and may possibly cause electrical shock.
- Do not pick up the ThinkPad by the palm rest. Doing so may cause damage to the system board.