

IBM ServicePac for Warranty and Maintenance Options

A simple, cost-effective way to enhance the availability of your equipment is to upgrade your level of hardware service at the time of product acquisition...with today's dollars. An IBM ServicePac offering, Warranty and Maintenance Options allows you to choose the level of IBM hardware service that best meets your needs — including parts and labor — for coverage during, and beyond, the warranty period. To learn more about this offering, and other IBM ServicePacs, visit www.ibm.com/services/its/us/servicepac.html

Highlights

- x **Service level* options for onsite repair are**
 - 24x7x2 hour service for IBM servers and IBM server peripherals
 - 24x7x4 hour service for IBM desktop PCs, monitors, servers, server peripherals and printers
 - 9x5x4 hour service, 8 am - 5 pm in your local time zone, Monday-Friday, excludes holidays. For IBM desktop PCs, servers† and server peripherals
 - 9x5 next business day service, 8 am - 5 pm in your local time zone, Monday-Friday, excludes holidays. For IBM mobile products, desktop PCs, monitors and printers.
- x **12-hour depot repair service* for ThinkPad notebooks**
 - Door-to-door depot repair service via courier, for ThinkPad notebooks. ThinkPads are scheduled to be repaired within 12 hours of arrival at the depot. Machines at the depot in the morning are typically scheduled to be repaired and shipped back to the customer the same day.
- x **EasyServ exchange for IBM Printers**
 - A courier will deliver to you a replacement Printer in exchange for your failed Printer. If a replacement is required as determined by IBM, we will initiate shipment usually the same day. In most cases the replacement will arrive within 2 business days.
- x **Options available are based on specific product. See detail information provided in this document.**
- x **Parts and labor are included.**
- x **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.**
- x **Service period begins with the product warranty, and includes the original limited product warranty period**
- x **Service must be purchased with the product or at any time during the original product warranty period**
 - Service cannot be prorated, refunded or transferred
- x **International service is also available for ThinkPad notebooks under IBM warranty service upgrade or maintenance agreement. Service is intended for purchase by US customers for coverage during travel abroad and is not suitable for export.**
- x **ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm-svcpac.iws.ihost.com>**
- x **Before making your purchase decision, please read the “Limitations of Service” statement on page 2 of this document for important details.**

For pricing, additional information, or to purchase an IBM ServicePac contact your IBM Business Partner

**All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date.) Service descriptions are response objectives and are not guarantees. All services are onsite repair unless otherwise noted. Prices are subject to change without notice.*

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Service Levels for Warranty and Maintenance Options

Onsite repair	Service technician comes to site for equipment service.
Onsite exchange	Service technician comes to site for equipment exchange.
24x7x2 hour	Service coverage 24 hours a day, 7 days a week within 2 hours after remote problem determination is completed.
24x7x4 hour	Service coverage 24 hours a day, 7 days a week within 4 hours after remote problem determination is completed.
9x5x4 hour	Service coverage 9 hours a day, 5 days a week, 4 business hour response (Mon.-Fri. - excluding IBM holidays) between 8:00 a.m. and 5:00 p.m. local time.†
9x5/next business day	Service coverage 9 hours a day, 5 days a week (Mon.-Fri. - excluding IBM holidays) between 8:00 a.m. and 5:00 p.m. the next business day.
Depot repair	Courier service picks up the failing machine and delivers it to our depot repair center. It is repaired, typically within 12 hours of arrival (for ThinkPad notebooks), and returned by express courier.
EasyServ exchange	A courier will deliver to you a replacement Printer in exchange for your failed Printer. If a replacement is required as determined by IBM, we will initiate shipment usually the same day. In most cases the replacement will arrive within 2 business days. If after 3:00 p.m. (Mountain time), you can expect the replacement to ship the next business day. The replacement will include instructions on how to return the failed Printer using the shipping carton that contained the replacement. Credit Card information or a purchase order is required to secure payment in the event the failed Printer is not returned. If Credit Card information or a purchase order is not available, you will be required to send in the failed Printer prior to IBM shipping the replacement.

Limitations of service for IBM 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.

For ThinkPad notebooks 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 with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

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IBM ServicePac for Warranty and Maintenance Options Supported Products List

Machine Name	Machine Type	Model Number	Group	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
IBM Servers †							
Netfinity 1000	8477	31Y 42Y 51Y 61Y	S0.10	3 YR 24x7x4 hour 3 YR 9x5/next day	21P2018 21P2017	\$925 \$500	1 year parts and labor Next business day response
IBM ^ xSeries 130, xSeries 135, xSeries 330	8654	11Y 1XX 1YX 31Y <u>37X</u> <u>38X</u> 41Y 43Y 51Y 55X 56X 62U 94U	S1.0	3 YR 24x7x4 hour 3 YR 9x5x4 hour	30L9185 41L2736	\$750 <u>\$600</u>	3 years parts and labor Next business day response
Netfinity 3000	8476	10U 11U 15U 16U 20U 21U 30U 31U 40U 41U 50U 51U 60U 61U 70U 71U 80U 81U 90U 91U					
Netfinity 3500	8644	10U 20U 21U 30U NCP NCS					
Netfinity 3500 M10	8655	11Y 12Y 21Y 22Y 31Y 32Y					
Netfinity 3500 M20	8657	21Y 22Y 31Y 32Y 41Y 42Y					
PC Server 310	8639	0D0 0DT 0E0 0E4 0E5 0E6 0EV 0XT 0Z0 0ZT 1RY 2RY 8S0 EJ0 ES0 ESV MXT PBO PS0 PT0 PTW RB0 RS0					
PC Server 315	8638	PJ0 PS0 PSV PSW PT0					
IBM ^ xSeries 200	8478	10X 11X 12X 20X 21X 22X <u>30X</u> <u>31X</u> 40X 41X 50X 51X 60X 61X 70X 71X	S0.20	3 YR 24x7x4 hour 3 YR 9x5x4 hour 3 YR 9x5/next day	21P2022 21P2023 21P2021	\$748 <u>\$600</u> \$203	3 years parts, 1 year labor Next business day response
IBM ^ xSeries 220	8645	21X 22X 2AX 31X 32X <u>34X</u> 3AX 41X 42X 4AX 51X 52X 5AX					

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IBM Servers † continued							
Netfinity 4500R, IBM ^ xSeries 340	8656	1RY 2RY 3RY <u>45X 46X 47X</u> 4RY 5RY 6RY	S2.0	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	31L2722 30L9186 41L2737	\$2250 \$1495 <u>\$1350</u>	3 years parts and labor Next business day response
Netfinity 5000/5000 Rack Mounted	8659	12Y 1SY 22Y 2SY 31Y 33Y 3RY 41Y 49G 4AY 4BY 4CY 4DY 4EY 4FY 4HY 4JY 4KY 4LY 4MY 4QY 4RG 4RY 4SY 4UY 4VY 51Y 5RY 61Y 6RY 71Y 7RY 81Y 8RY DRY DWY					
Netfinity 5100, IBM ^ xSeries 150, xSeries 230	8658	11Y 15Y 1RY 21Y 2RY 31Y 33Y 3RY 3XY 41Y 4RY 51Y 5RY 61Y 6RY					
Netfinity 5500/5500 Rack Mounted	8660	11U 11X 1AU 1BU 1RU 41U 42U 4RU 4SU 51U 52U 5RU 5SU 61U 6RU 72U 7SU					
Netfinity 5500 M10/5500 M10 Rack Mounted	8661	11Y 1RY 2RY 31Y 3RY 4RG 4RY 4SG 51Y 5RY					
Netfinity 5500 M20/5500 M20 Rack Mounted	8662	31Y 3AY 3BY 3CY 3DY 3RY 41Y 4AY 4BY 4CY 4DY 4RY 51Y 5RY 61Y 6RY					
Netfinity 5600/5600 Rack Mounted, IBM ^ xSeries 240	8664	11Y 1RY 21Y 2RY 31Y 3RY 41Y 4RY 51Y 5RY 61Y 6RY 71Y 7RY 81Y 8RY					
Netfinity 6000R, IBM ^ xSeries 350	8682	1RY 2RY 4RY 5RY 6RY					
PC Server 320/330	8640	0D0 0DV 0N0 0NJ 0P0 0PT 0X0 0XT 0Y0 0YS 0YT 0YV 0Z0 0ZV 11T 11Y 1D0 1DS 1Y0 1YT 1YV 1Z0 21Y 2D0 2Z0 3D0 3Z0 CY0 CYR EE0 EE1 EES EEV EM2 ES0 ES2 ESS IS2 MD0 MD2 MDS MDV MX0 MXT MY0 MYR MYT MYV MZ0 MZ1 MZ2 MZV NTN NT3 PB0 PM0 PS0 PT0 SUN Z01 Z02 Z03 Z04 Z05 Z06 Z07 Z08 Z09 Z0A Z0B Z0C Z0D Z0E Z0F Z0G Z0H Z0J Z0K Z0L Z0M Z0N Z0P Z0Q Z0R Z0S Z0T Z0U Z11 Z12 Z13 Z14 Z15 Z16 Z17 Z18 Z19 Z1A Z1B Z1C Z1D Z1E Z1F Z1G Z1H Z1J Z1K Z1L Z1M Z1N Z1P Z1Q					
Netfinity 7000	8651	RH0 RM0 TH0 TM0	S3.0	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	31L2723 30L9187 41L2738	\$2995 \$1995 <u>\$1800</u>	
Netfinity 7000 M10 Rack Mounted	8680	11Y 1RU 1SY 21Y 2RU 2SY 3RU 3SY 4RU 5RU 6RY 71Y 7RY 7SY 7TY 8RY					
Netfinity 7100	8666	11Y 1CY 1DY 1RY 21Y 2RY 31Y 3RY 41Y 4RY					
Netfinity 7600, IBM ^ xSeries 250	8665	1AY 1RY 2RY 3RY 4RY 5RY 61Y 6RY 71Y 7RY 81Y 8RY					
Netfinity 8500, IBM ^ xSeries 370	8681	1RX 2RX 3RX 4RY 5RY 6RY 7RY 8RY					
			S4.0	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2743 41L2742 41L2739	\$3745 \$2495 <u>\$2000</u>	

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IBM Server Peripherals[†]							
DLT Tape Autoloader	3502	108	NP2	3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2746 21P2032	\$1000 \$900	3 years parts and labor Next business day response
DLT Tape Library	3502	314 R14	NP3	3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2747 21P2033	\$1450 \$1305	
EXP 10/EXP200 Storage Expansion Unit	3520	1RU	NP5	3 YR 24x7x2 hour 3 YR 24x7x4 hour	41L2751 41L2750	\$600 \$400	
	3530	1RU	NP5	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2751 41L2750 21P2035	\$600 \$400 \$360	
EXP 15 Storage Expansion Unit	3520	2RU	NP4	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2749 41L2748 21P2034	\$600 \$400 \$360	
EXP 300 Storage Expansion Unit	3531	1RU	NP15	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	21P2019 21P2020 21P2045	\$300 \$200 \$180	
EXP 500 Storage Expansion Unit	3560	1RU	NP13	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2767 41L2766 21P2043	\$225 \$150 \$135	
Fibre Channel Controller	3526	1RU	NP7	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2755 41L2754 21P2037	\$1935 \$1290 \$1161	
Fibre Channel Hub	3523	1RU	NP6	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2753 41L2752 21P2036	\$90 \$60 \$54	
NetMEDIA Storage Expansion Unit	3551	001	NP8	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2757 41L2756 21P2038	\$180 \$120 \$108	
Rack/Storage Expansion Unit	3519	R01	NP1	3 YR 24x7x2 hour 3 YR 24x7x4 hour	41L2745 41L2744	\$540 \$360	
	9306	200	NP9	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2759 41L2758 21P2039	\$255 \$168 \$151	
	9306	900	NP10	3 YR 24x7x2 hour 3 YR 24x7x4 hour	41L2761 41L2760	\$450 \$300	
	9306	910	NP10	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2761 41L2760 21P2040	\$450 \$300 \$270	
	9308	<u>42E</u> 42P <u>42S</u> 42X	NP11	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2763 41L2762 21P2041	\$450 \$300 \$270	
RAID Controller	3542	1RU 2RU	NP14	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2769 41L2768 21P2044	\$1140 \$760 \$684	
	3552	1RU					
SP Switch	3529	1RY	NP12	3 YR 24x7x2 hour 3 YR 24x7x4 hour 3 YR 9x5x4 hour	41L2765 41L2764 21P2042	\$299 \$199 \$179	

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