

IBM Server 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 - Electronic	Estimated Retail Price	Base Warranty
Netfinity 3000	8476	10U 11U 15U 16U 20U 21U 30U 31U 40U 41U 50U 51U 60U 61U 70U 71U	3 YR 24x7 4-hour service	30L9185	\$750	3 years parts & labor Next business day service response
PC Server 315	8638	PJO PSO PSV PSW PTO				
PC Server 310	8639	0D0 0DT 0E0 0E4 0E5 0E6 0EV 0XT 0Z0 0ZT 1RY 2RY 8S0 ES0 ESV MXT PB0 PSO PT0 PTW RB0 RS0				
Netfinity 3500	8644	10U 20U 21U 30U NCP NCS				
Netfinity 3500 M10	8655	11Y 12Y 21Y 22Y 31Y 32Y				
PC Server 330	8640	0D0 0DV 0N0 0NJ 0P0 0PT 0X0 0XT 0Z0 0ZV 1D0 1Y0 1YT 1Z0 2D0 2Z0 3D0 3Z0 11Y 21Y EE0 EE1 EES EEV EM2 ES0 ES2 ESS IDS IS2 MD0 MD2 MDV MDS MX0 MXT MY0 MYR MYT MZ0 MZ1 MZ2 MZV NTN PB0 PM0 PS0 PT0 SUN Z01 Z02 Z03 Z04 Z05 Z06 Z07 Z08 Z09 Z0A Z0B Z0C Z0F 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	3 YR 24x7 4-hour service	30L9186	\$1495	
			3 YR 24x7 2-hour service	31L2722	\$2250	
Netfinity 5000/5000 Rack Mounted	8659	1SY 2SY 3SY 1RY 3RY 4RY 5RY 6RY 31R 11Y 12Y 21Y 22Y 25Y 31Y 41Y 51Y 61Y				
Netfinity 5500/5500 Rack Mounted/5500 M10/5500 M10 Rack Mounted/5500 M20/5500 M20 Rack Mounted	8660	11U 41U 42U 51U 52U 1RU 4RU 5RU 6RU 4SU 5SU 6SU 7SU 61U 62U 72U				
	8661	11Y 21U 21X 31Y 51Y 1RY 2RU 2RX 2RY 3RU 3RX 3RY 4RY 5RY				
	8662	2RY 3RY 4RY 5RY 6RY 21Y 31Y 41Y 51Y 61Y				
Netfinity 5600/5600 Rack Mounted	8664	1RY 2RY 11Y 21Y				
Netfinity 7000/7000 M10 Rack Mounted	8651	RH0 RM0 TH0 TM0	3 YR 24x7 4-hour service	30L9187	\$1995	
	8680	1RU 2RU 3RU 4RU 5RU 1RX 2RX 3RX 6RY 7RY 8RY 11Y 21Y 1SY 2SY 3SY 71Y	3 YR 24x7 2-hour service	31L2723	\$2995	

this list is current as of 10/08/99

***Service Level**

24 x 7 x 2 hour

A service technician is scheduled to arrive at your location within 2 hours after problem determination is completed. Service is provided around the clock every day, including IBM holidays.

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.

Locations eligible for 24x7x2 hour service for servers

Onsite service for the specific service levels listed above will be provided within a 50-mile radius of the cities indicated on this list, 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 World Wide Web at <http://link-usa.com/zipcode/default.htm>

Akron, OH 44308	Honolulu, HI 96813	Providence, RI 02903
Albuquerque, NM 87103	Houston, TX 77002	Raleigh, NC 27602
Allentown, PA 18101	Indianapolis, IN 46204	Richmond, VA 23219
Atlanta, GA 30335	Jacksonville, FL 32202	Rochester, NY 14614
Austin, TX 78767	Kansas City, MO 64106	Sacramento, CA 95814
Baltimore, MD 21202	Las Vegas, NV 89101	Salt Lake City, UT 84111
Baton Rouge, LA	Los Angeles, CA 90012	San Antonio, TX 78205
Birmingham, AL 35203	Louisville, KY 40202	San Diego, CA 92101
Boston, MA 02108	Memphis, TN 38103	San Francisco, CA 94102
Bridgeport, CT 06604	Miami, FL 33133	San Jose, CA 95110
Buffalo, NY 14202	Milwaukee, WI 53202	Seattle, WA 98104
Charlotte, NC 8202	Minneapolis, MN 55415	St. Paul, MN 55102
Chicago, IL 60602	Nashville, TN 37201	St. Petersburg, FL 33731
Cincinnati, OH 45202	New Orleans, LA 70112	St. Louis, MO 63103
Cleveland, OH 44114	New York, NY 10007	Syracuse, NY 13202
Columbia, SC 29201	Newark, NJ 07102	Tacoma, WA 98402
Columbus, OH 43217	Norfolk, VA 23510	Tampa, FL 33602
Dayton, OH 45401	Oklahoma City, OK 73102	Toledo, OH 43604
Denver, CO 80202	Omaha, NE 68183	Virginia Beach, VA 23456
Detroit, MI 48226	Orlando, FL 32801	Washington, DC 20001
Fort Worth, TX 76102	Philadelphia, PA 19107	West Palm Beach, FL 33402
Greensboro, NC 27402	Phoenix, AZ 85003	Wilmington, DE 19801
Harrisburg, PA 17101	Pittsburgh, PA 15219	
Hartford, CT 06103	Portland, OR 97204	

***Limitations of service**

- Service options available are based on specific product and must be purchased during the original warranty period.
- Service levels are response time objectives and are not guarantees
- Onsite service for mobile products and 24x7 2-hour service for servers is 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
- This offering is available for Machines used solely for business, professional or trade purposes and not for personal, family, or household purposes.
- Service is not provided in homes or home offices.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner or call 1-800-426-7235, Option 2***