

# IBM Maintenance Services - ServicePac for Warranty and Maintenance Options

## Warranty Service Upgrade (WSU) Supported Products List

### Post-warranty maintenance agreement or warranty service upgrade

#### 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/spwmain.html>
- If your IBM machine is still within its original warranty period, then you can upgrade your service with a ServicePac WSU (see details below). To purchase this offering, visit [http://www-132.ibm.com/content/home/store\\_IBMPublicUSA/en\\_US/main\\_warranty\\_service\\_upgrades.html](http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/main_warranty_service_upgrades.html)

### 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 non-refurbished machines released and purchased in the United States. Special Bid machines are not eligible.
- Only non-configured server peripherals are eligible for warranty service upgrades.
- 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.
- International service is also available for ThinkPad notebooks under IBM warranty service upgrade or maintenance agreement. See the "International service for IBM ThinkPad notebooks" section found later in this document for full details.
- 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 on page 3 of this document for important details.

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

### Service response times

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.

*\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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. \*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.*

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.

## 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)	<p><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.</p> <p><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.</p>
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.

## Service option availability by hardware type

Service Options <sup>1</sup>	IBM Hardware Type						
	Notebooks	Desktops	Monitors	Servers	Server peripherals <sup>2</sup>	Point-of-sale systems	Printing systems
<b>Repair Options (IOR = IBM onsite repair)</b>							
IOR 24x7x2 hour <sup>3</sup>	----	----	----	3, 4 or 5 yrs	3, 4 or 5 yrs	----	----
IOR 24x7x4 hour	----	3 or 4 yrs	----	3, 4 or 5 yrs	3, 4 or 5 yrs	1 or 3 yrs	1, 2, 3, 4 or 5 yrs
IOR 9x5x4 hour	----	1, 2, 3 or 4 yrs	----	3, 4 or 5 yrs	3 yrs	----	----
IOR 9x5/next business day	1, 2, 3, 4 or 5 yrs	2, 3 or 4 yrs	----	3, 4 or 5 yrs	3 yrs	1 or 3 yrs	1, 2, 3, 4 or 5 yrs
EasyServ depot repair	2, 3, 4 or 5 yrs	----	----	----	----	3 yrs	----
<b>Exchange Options (IOE = IBM onsite exchange)</b>							
IOE 24x7x2 hour <sup>3</sup>	----	----	----	----	3 or 5 yrs	----	----
IOE 24x7x4 hour	----	----	3 or 4 yrs	----	3 or 5 yrs	----	----
IOE 9x5x4 hour	----	----	----	----	3 yrs	----	----
IOE 9x5/next business day	----	----	3 or 4 yrs	----	3 yrs	----	1, 2, 3, 4 or 5 yrs
EasyServ exchange	----	----	----	----	----	----	2, 3, 4 or 5 yrs

<sup>1</sup> Service options may vary by machine type and/or model. <sup>2</sup> Only non-configured server peripherals are eligible for warranty service upgrades. <sup>3</sup> 24x7x2 hour service is available in select metropolitan locations only.

*\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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.*

*\*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.*

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.

## 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.

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, you must provide the 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.

## International service for IBM ThinkPad notebooks

When you travel and work internationally, you want to feel secure that service for your ThinkPad notebook is available wherever your business takes you. If you have purchased a warranty service upgrade or maintenance agreement from IBM, international service is now available to you in all countries where ThinkPad notebooks are serviced by IBM. This additional coverage is provided, at no additional charge, as part of all current or new IBM maintenance agreements.

Please note that this service is intended to cover US customers traveling abroad and is not intended for export or for coverage of ThinkPads permanently relocated to a country outside of the US. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

You must register with IBM to be eligible for international coverage by calling one of our four registration offices listed below. If you have purchased an IBM ServicePac for Warranty and Maintenance Options, you can register for international service for your ThinkPad notebook at the same time you call to register your ServicePac. IBM will send you a registration package that contains a service entitlement certificate and a list of telephone numbers to call when you require service abroad.

United States 1-800-497-7426

Australia (61) 2-9354-4171

Japan (81) 462-73-7598

Scotland (44) 1475-893638

You should be prepared to provide the following information to register for this service:

- ✓ Customer/Company name, address, country of service purchase, machine type, model and serial number, original date of ThinkPad notebook purchase, proof of service 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

*\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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.*

*\*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.*

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.

**IBM ServicePac - Warranty Service Upgrade Supported Products List**

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty	
<b>IBM Professional Workstations (listed in ascending order by Machine Type)</b>							
IntelliStation E Pro	6204	10U 1PU 20U 2PU 30U 3PU 40U 41U 43U 45U 46U 48U 4PU 50U 51U 55U 56U 5PU EBC EBD JP1 JP2 KAU KCU KBU KEU KGU KHU KJU KLU KMU KVU KWU	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response	
IntelliStation E Pro	6214	10U 1PU 20U 23U 2PU 30U 33U 3PU 40U 41U 43U 45U 46U 48U 4PU 50U 51U 53U 55U 56U 58U 5PU 77U 88U 91U 96U FC1 G2U KAU KDU KEU KFU KGU KHU KJU KMU KNU KPU KRU KVU KWU KYU KZU LAU LBU LCU LEU LFU LKU LLU LNU LPU LQU LSU LUU LVU LZU M1U M2U M3U	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response	
IntelliStation E Pro	6216	20U 22U 23U 2PU 30U 32U 3PU 40U 42U 4PU 50U 52U 54U 55U 5PU 60U 63U 64U 65U 6PU CTO DR2 KBU KCU KDU KEU KFU KJU KKU KNU	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response	
IntelliStation M Pro	6219	10U 12U 21U 22U 23U 26U 27U 32U 34U 35U 36U 37U 38U 39U 42U 45U 46U 47U 48U 49U 1PU 2PU 3PU 4PU APU CCU FC3 FC4 FCU GRU KAU KBU KCU KDU KEU KFU KGU KHU KJU KLU KLU KMU KNU KPU KRU KSU KYU LAU LBU LCU LDU LEU LFU LJU LKU LPU LQU MAU MCU PF1 PPU SB2 Y11	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response	
IntelliStation M Pro	6220	20U 24U 40U 44U CTO KDU KEU					
IntelliStation Z Pro	6221	10U 1PU 22U 29U 2PU 33U 36U 37U 38U 3M6 3M8 3PU 40U 42U 46U 47U 48U 49U 4PU 58U AMU B01 B02 B03 B03 B04 B05 B06 BPU CC1 CTO CT1 DR1 GE1 HBU HE1 HNU HS1 JJ1 JJ2 KAU KBU KCU KEU KFU KGU KHU KJU KLU KMU KNU KPU KQU KRU KSU KTU KUU KVU KWU KYU KZU LAU LBU LCU LDU LEU LFU LJU LLU LSU LMS LYU MAU MDU MKU MNU MPU MQU MRU MTU MUU MVU MWU MYU MZU NCU NDU NDU NCU NLU NNU NPU NQU NRU NSU NTU NUU NWS PPU					
IntelliStation E Pro	6226	20U 22U 2PU 30U 32U 35U 3PU 40U 42U 45U 4PU 50U 52U 54U 55U 5PU 60U 63U 64U 65U 6PU CTO DR3 HC1 LBU LCU LDU LEU LFU LGU LHU	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response	
IntelliStation M Pro	6229	10U 12U 13U 15U 16U 1PU 20U 22U 23U 25U 26U 2PU 30U 32U 33U 35U 36U 37U 3PU 40U 42U 45U 47U 4PU 53U 56U 57U 5PU 67U BO3 CTO KBU KPU KRU KVU KZU LAU LBU LCU LDU LEU LFU LJU LKU LLU LMU LNU LPU LQU LUU LVU LWU LZU MDU MKU MMU MQV MSU PZU SB2	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response	
IntelliStation M Pro	6230	20U 25U 27U 2PU 34U 36U 38U 39U 3PU 41U 46U 49U 4PU CS1 CTO GRC KAU KDU KEU KFU KKU KLU KTU KWU KYU KZU LAU LDU LEU LFU LKU LLU LMU LNU SBC Y11 Y12 Y13					
IntelliStation S Pro	6231	42U Y2U					
IntelliStation S Pro	6233	25U KVU MBU MPU Y1U					
IntelliStation E Pro	6836	10U 1PU 21U 22U 2PU 31U 35U 36U 41U B2U B3U E2U G2U H2U KBU KCU N2U	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response	

\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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. \*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.

**IBM ServicePac - Warranty Service Upgrade Supported Products List**

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
IntelliStation E Pro	6846	11U 21U 22U 26U 2PU 31U 35U 37U 3PU 47U 4PU 5PU DAU J3U L2U R2U	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response
IntelliStation M Pro	6849	10U 11U 12U 13U 1PU 20U 21U 22U 23U 2PU 30U 31U 32U 33U 34U 3PU 40U 41U 42U 44U 4PU 50U 51U 52U 54U 5PU ALU APW C5U C6U CCU CTO E2U E3U EBU F2U J2U JNU KAU KBU KCU KDU KEU KHU KJU KLU KMU KQU LH1 LH2 MBU MCU MRU P2U P41 P42 P43 P44 P45 P46 P47 P48 S3U S4U SB2 T2U VZ2 VZ3 W2U	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response
IntelliStation M Pro	6850	10U 1PU 20U 21U 22U 25U 2PU 30U 31U 32U 35U 3M1 3M4 3M5 3PU 40U 42U 43U 45U 46U 4PU 50U 52U 53J 53U 55U 56U 5PU 60U 62U 63U 65U 66U 67U 6PU 70U 72U 73U 75U 76U 77U 7PU BE1 BE2 BO2 BO3 CT1 CV1 CV2 CV5 CV6 CV7 CV9 D4U D7U GL1 HB1 HB2 HW1 HW2 J2U J3U K1U K2U K3U KAU KBU KEU KLU KMU KNU KPU KRU KSU KTU KUU KWU KXU KYU L1U L3U LDU LEU LFU LGU LJU LKU LLU LMU LNU LPU LQU LRU LSU LUU LVU LWU LXU MAU MCU MDU MEU MFU MHU MJU MLU MMU MNU MQU MRU MSU MTU MVU N3U N4U N5U N6U NAU NCU NEU NG1 NKU NLU NNU NNU NPU NSU NTU NUU NVU NWU NYU P2U P3U PBU R2A R2D R2U SW1 SW2 TP1 TP2 TP3 TP4 TP6 TP9 TPC WEA XG9	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response
IntelliStation R Pro	6851	10U 11U 20U 21U	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response
IntelliStation Z Pro	6865	20U 21U 22U 25U 26U 27U 28U 30U 36U 38U 40U 41U 42U 43U 45U 46U 48U 49U AJB ALB ALC ALD ANB ANC ATB ATC ATD AVB AVD BAE BAF BTE BTF CAE CAF CLH CNE CSH CTE CWE CWH DLB DLC DLD DTB DTC DTD FNE FTF KOD	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9200 41L2733 31L2725	\$199 \$289 \$549	3 years parts / 1 year labor Second business day response
IntelliStation Z Pro	6866	11U 14U 15U 16U 19U 21U 24U 25U 26U 27U 29U 30U 31U 34U 38U 3PU 3RU 40U 41U 44U 48U 4PU 4RU 50U 54U 56U 58U 5AU 5BU 5CU 5PU 5RU 60U 63U 68U 69U 6AU 6BU 6CU 6DU 6PU AAA AAB ABU ADU BG3 C2U CP2 D2U D3U DC2 DC5 K1U KOD LM1 ML1 ML2 ML3 ML4 ML5 NG2 P2U PT1 PT2 S2U TE3 TE4 TE5 TE6 TE7 TE8 TX1 TX2 TX3 ZP1	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response
IntelliStation E Pro	6867	11U 12U 13U 15U 16U 17U 18U 19U 30U 32U 34U 35U 37U 39U 40U 41U 45U 49U 52U 53U 55U 59U 62U 63U 65U 69U 72U 78U ADB AG1 AHA CBB CCB CJA CKB DBB DCB DJA DKB EBB ECB EDA EJA EKB FBC FCC FKC GBC GCC GKC	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	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response
IntelliStation M Pro	6868	10U 11U 12U 13U 14U 15U 18U 20U 21U 22U 23U 25U 27U 28U 30U 31U 32U 35U 36U 37U 39U 3PU 40U 42U 46U 47U 49U 4AU 4BU 4CU 4DU 4PU 50U 52U 56U 57U 59U 5AU 5BU 5CU 5DU 5PU 5RU 60U 62U 66U 67U 6AU 6BU 6CU 6DU 6RU 70U 72U 76U 77U 78U 7PU 91U 92U 93U 94U BG2 BH3 BP1 BP2 BP3 BP6 C4U C5U C6U C7U CC9 CCA CCB CHM CKA CLA CLB CM8 CMU EBU EJB ELA FD6 GAB GJB GKA GLA GM5 HBU IR1 IR2 IU3 IU4 JAB JLA JMC KAU KBU KCU KD6 KD7 KDU KEU L1U LAB LLA LMC MT4 MT7 MT8 MT9 MTA MTB MTC NAB NB1 NG1 NG2 NG3 NG4 PR2 PRI SB1 SB3 SBC SF1 SF6 SKU SW1 SW2 TL4 TL5 TL6	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	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response

\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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. \*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.

**IBM ServicePac - Warranty Service Upgrade Supported Products List**

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
IntelliStation M Pro	6888	22U 26U 28U 36U 999 ABA ABB ABC ABD ABE ABK ABL ABM ABN	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9200 41L2733 31L2725	\$199 \$289 \$549	3 years parts / 1 year labor  Second business day response
IntelliStation M Pro	6889	10F 10U 11F 11U 13F 13U 14F 14U 15F 15U 16F 16U 18U 19U 24U 25U 27U 29U 30U 41U 42U 43U 44U 45U 46U 48U 50U 51U 52U 53U 54U 55U 56U 57U 58U 59U 5EU 60U 61U 63U 64U 65U 69U 72U 73U 74U 75U 76U 78U 80U 81U 82U 83U 84U 85U 86U 87U 88U 89U 8AU 90U 91U 92U 93U 94U 95U 96U 97U 98U 99U 9AU AAA ACA ACE AEA AFA AG5 AJA ALA ANA ANE APA APC ASA ATA AVA AXA B6A B6C B6E B7C B7D B7L BAA BCA BEA BFA BJA BLA BNA BNC BNE BPA BPC BPE BQA BQC BQE BSA BTA BVA BVC BXA BXC BXD BXE BYA BYC BYD C7A C7D C8A C8D CJA CPC CPE CPF CQA CQC CRF CSA CSF CTC CYA CYC CYD CZA CZC DNA DNC DPA DPC E6D E7A E7C E7D E7E E8C ENA ENC EPA EPC EQA EQC EXA EXC EXE EYC F7C F7D FAF FMC FYA FYC FYD GDF GDN GGN HDF HHF HKF HMN JDF JKN JMF K1N K3F K3H K4F K4H K7F K7H KDF KDH KDN KGM KHF KHH KHN KKF KKH KWM KWN LKN MAH MDH MGM MHN NKN	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9200 41L2733 31L2725	\$199 \$289 \$549	3 years parts / 1 year labor  Second business day response
IntelliStation E Pro	6893	10U 11U 12U 14U 17U 18U 19U 41U 42U 43U 44U 48U 50U 52U 53U 54U 56U 57U 58U 59U 60U 61U 62U 71U 74U 76U 77U 78U 80U 81U 82U 84U 85U 86U 87U 88U 89U 91U 92U 94U 95U 96U 97U 98U ABB ABC ACB ACC ADB ADC AEB AKB AKC ALB ALC AMB AMC ANB ANC ASB ATB AUC AVB AVC CKB CKC CLB CVB CVC CWB DHD DJF DSF DTG EAG EGG EHF EJF ESD ESG G1G GAF GAG GAH GQF GQH GSD GUD GUG GZF GZH H6H HAG HSD HWH HYG PW7				
IntelliStation Z Pro	6894	10X 12X 14X 16X KAU N2X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	41L2737 30L9186	\$1350 \$1495	3 years parts and labor  Next business day response
IntelliStation M Pro	6898	10U 11F 11U 12F 12U 13F 13U 14U 18U 19U 22F 22U 24F 24U 28U ABA ACA ADA AEA AKA AKB AKC ALA ALB ALC AMA AMB ANA ANB ASA ASB ASC ATA ATB ATC AUA AUB AVA AVB BBA BCA BDA BEA BKA BKB BKC BLA BLB BLC BMA BMB BNA BNB BPA BPL BSA BSB BSC BSJ BSK BSL BTA BTB BTC BTJ BTK BTL BUA BUB BVA BVB BVJ BVK BWJ BWK CKA CLA CMA CNA CPA CSA CSB CSC CSJ CSK CSL CTA CTB CTC CTJ CTK CTL CVA CVB CVJ CVK CWA CWB CWC CWJ CWK CWL	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9200 41L2733 31L2725	\$199 \$289 \$549	3 years parts / 1 year labor  Second business day response
IntelliStation Z Pro	6899	10U 11U 12U 13U 14U 15U 16U 17U 18U 19U 26U AAA ABA AFA AGA AGB AIA AIB AJA AJB AKA ALA ALB AQA AQB B5E B5F B7E B7F				

\*Only available for machines released and purchased in the United States. Special Bid machines are not eligible. \*\*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. \*\*\*Prices are subject to change without notice. \*\*\*\*IBM or your reseller will perform selected CRU repairs at your request on the following parts only: power supply, microprocessor, heat sink, and system board.

Visit [www.ibm.com/services/its/us/source/wamomxeu.pdf](http://www.ibm.com/services/its/us/source/wamomxeu.pdf) for the latest version of this document. This document is published once a month (around the 15th). Updates are indicated in blue and underlined for your convenience. Data contained in this document is accurate as of February 18, 2004.