

lenovo



Attention Service Managers,

In effort to continually refine lenovo's Warranty Support Programs and from direct feedback from the Business Partner Community, the following information is again being documented for your convenience.

One of the constant audit violations to the warranty terms and conditions concerns ThinkPad batteries. We would like to remind all authorized partners to pay particular attention to the fact that ALL ThinkPad batteries are covered by a ONE YEAR WARRANTY. This is regardless of the warranty period of the ThinkPad itself. There are NO EXCEPTIONS. It would be helpful if service managers review this warranty information with their technicians and eclaim administrators at the earliest convenience to avoid unnecessary violations to the contractual agreements. Even though eclaim may, in error, accept warranty orders for ThinkPad batteries after the battery warranty has expired it is still the responsibility of the business partner to ensure the validity of the order. As stated above there are NO EXCEPTIONS to the one year warranty period for ThinkPad batteries

Sincerely,

A handwritten signature in black ink, appearing to read "J. R. Hauer".

Manager , North America Warranty Channel

Any questions related to this announcement should be directed through your Warranty Service Consultants Steve Way (416) 383-4935 or Stan Turczyniak at (416) 383-4932.

The Service and Support Guide (SSG) located within the "www.lenovo.com/think/spm" will contain a copy of this announcement in the "**compilation of letters**" area.