

ThinkPlus® Product Matrix

Canada
May 1, 2005

Lenovo ThinkPlus services are convenient, pre-packaged, part-numbered services that are easy-to-use, affordable, and available in a variety of configurations designed to meet the needs of businesses of all sizes. Each pre-packaged offering comes complete with a well-defined scope of services, including service hours, response times, and service agreement terms and conditions. Enhance the availability of your equipment by upgrading your level of service at the time of product purchase. No matter which option you select, you'll get outstanding service at an exceptional value.

Warranty and Maintenance Options for Lenovo Products

ThinkPad Products

Equipment Type	Machine Type	Base Warranty	Service Description	Electronic Part Number	List Price
240/365/380/385 560/i1400/i1500/ i1200/i1300 390/390E/390X/ A20M/A21M/A22M/ A21E/A22E/A30/ A31/X31/T41/G40/ R30/R31/R32/R40/R51 SelectaDock I, II, III ThinkPad Dock TransNote	1829/1834/1836/1846/ 2378/2386/2881/	1 Year EasyServ - customer carry-in/ courier/depot, within 5 days	1 YR Onsite 9X5X4	41C9702	\$99.00
			2 YR Onsite 9X5X4	41C9703	\$299.00
			3 YR Onsite 9X5X4	41C9704	\$399.00
			4 YR Onsite 9X5X4	41C9705	\$599.00
			5 YR Onsite 9X5X4	41C9706	\$799.00
			1 YR Onsite 9X5 Next Business Day	41C9707	\$69.00
			2 YR Onsite 9X5 Next Business Day	41C9708	\$189.00
			3 YR Onsite 9X5 Next Business Day	41C9709	\$299.00
			4 YR Onsite 9X5 Next Business Day	41C9710	\$399.00
			5 YR Onsite 9X5 Next business Day	41C9711	\$499.00
			1 YR Depot Warranty Extension/Carry In	41C9757	\$149.00
			2 YR Depot Warranty Extension/Carry In	41C9758	\$199.00
			3 YR Depot Warranty Extension/Carry In	41C9759	\$349.00
			3yr onsite 9x5xNBD + Thinkpad Protection for 1 yr base warranty	41C9760	\$419.00
			4yr onsite 9x5xNBD + Thinkpad Protection for 1 yr base warranty	41C9761	\$749.00
			5yr onsite 9x5xNBD + Thinkpad Protection for 1 yr base warranty	41C9762	\$949.00
			1yr Thinkpad Protection Depot repair	41C9766	\$69.00
3yr Thinkpad Protection Depot repair + 3yr Depot warranty extension for machines 1yr EZ serv	41C9768	\$399.00			
4yr Thinkpad Protection Depot repair + 4yr Depot warranty extension for machines 1yr EZ serv	41C9769	\$579.00			
5yr Thinkpad Protection Depot repair + 5yr Depot warranty extension for machines 1yr EZ serv	41C9770	\$699.00			
TP Mini Doc	TBA	1 Yr Easy Serv - Customer carry-in/ courier/depot, within 5 days	1 YR Onsite 9X5X4	41C9712	\$80.00
			2 YR Onsite 9X5X4	41C9713	\$585.00
			3 YR Onsite 9X5X4	41C9714	\$1,090.00
570/600/760/765/ 770/X20/X21/X22/ X30/X31/X40/ T20/T21/T22/T23/T30/ T40/T41/ A20P/A21P/A22P/ A30P/A31P/ R40/R50/R50P/R51	2371/2373/2668/ 2672/2673/2683/2883/2525/	3 Years EasyServ - customer carry-in/ courier/depot, within 5 days	3 YR Onsite 9X5X4	41C9715	\$330.00
			4 YR Onsite 9X5X4	41C9716	\$399.00
			5 YR Onsite 9X5X4	41C9717	\$499.00
			3 YR Onsite 9X5 Nest Business Day	41C9718	\$195.00
			4 YR Onsite 9X5 Next Business Day	41C9719	\$299.00
			5 YR Onsite 9X5 Next Business Day	41C9720	\$399.00
			3yr onsite 9x5xNBD + Thinkpad Protection for 3 yr base warranty	41C9763	\$249.00
			4yr onsite 9x5xNBD + Thinkpad Protection for 3 yr base warranty	41C9764	\$499.00
			5yr onsite 9x5xNBD + Thinkpad Protection for 3 yr base warranty	41C9765	\$749.00
			3yr Thinkpad Protection Depot repair for machines 3yr EZ serv warranty	41C9767	\$149.00
			4yr Thinkpad Protection Depot repair + 4yr Depot warranty extension for machines 3yr EZ serv warranty	41C9771	\$499.00
5yr Thinkpad Protection Depot repair + 5yr Depot warranty extension for machines 3yr EZ serv warranty	41C9772	\$599.00			

Note: Service Levels of 9x5x4 and 24x7x4 are to be delivered by IBM Global Services only, unless prior written approval has been granted to a Lenovo service authorized Business Partner. ThinkPad Protection is a depot only offering.

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Desktop PCs

Equipment Type	Machine Type	Base Warranty	Service Description	Electronic Part Number	List Price
	8084/8423/8124/	1 Year Carry in Repair	1YR onsite 9x5xNBD for machines 1yr carry-in base warranty 3YR onsite 9x5xNBD for machines 1yr carry-in base warranty 4YR onsite 9x5xNBD for machines 1yr carry-in base warranty 5YR onsite 9x5xNBD for machines 1yr carry-in base warranty	41C9773 41C9774 41C9775 41C9776	\$99.00 \$149.00 \$229.00 \$299.00
TCA30 / TCA50 / TCA50P Express	8085/8427	1 Year Onsite, 9x5 NBD	2 YR Onsite 9x5 NBD 3 YR Onsite 9x5 NBD 4 YR Onsite 9x5 NBD 5 YR Onsite 9x5 NBD 1 YR Onsite 9X5X4 2 YR Onsite 9X5X4 3 YR Onsite 9X5X4 4 YR Onsite 9X5X4 5 YR Onsite 9X5X4 1 YR Onsite 24X7X4 2 YR Onsite 24X7X4 3 YR Onsite 24X7X4 4 YR Onsite 24X7X4 5 YR Onsite 24X7X4	41C9721 41C9722 41C9723 41C9724 41C9725 41C9726 41C9727 41C9728 41C9729 41C9730 41C9731 41C9732 41C9733 41C9734	\$129.00 \$249.00 \$349.00 \$449.00 \$39.00 \$319.00 \$419.00 \$519.00 \$619.00 \$69.00 \$399.00 \$499.00 \$599.00 \$699.00
PC300GL/300PL/300XL NetVistaA20/A30/A30P NetVistaS40/ X40 NetVista A21 NetVista A22P TCA30 TCA50/TCA50P	TBA	3 Years - year 1 onsite, years 2,3 parts exchange 9x5, 2nd business day	3 YR Onsite 9X5X4 4 YR Onsite 9X5X4 5 YR Onsite 9X5X4 3 YR Onsite 9X5 Next Business Day 4 YR Onsite 9X5 Next Business Day 5 YR Onsite 9X5 Next Business Day 3 YR Onsite 24X7X4 4 YR Onsite 24X7X4 5 YR Onsite 24X7X4	41C9735 41C9736 41C9737 41C9738 41C9739 41C9740 41C9741 41C9742 41C9743	\$219.00 \$319.00 \$419.00 \$119.00 \$219.00 \$319.00 \$299.00 \$399.00 \$499.00
PC300PL NetVista A40/A40P/A60 NetVista M41 NetVista X41 NetVista M42/S42 /TCM50/TCM51/ TCS50/TCS51	8086/8141/8143/8171/	3 Years Onsite, 9x5 NBD	3 YR Onsite 9X5X4 4 YR Onsite 9X5X4 5 YR Onsite 9X5X4 3 YR Onsite 24X7X4 4 YR Onsite 24X7X4 5 YR Onsite 24X7X4	41C9744 41C9745 41C9746 41C9747 41C9748 41C9749	\$119.00 \$219.00 \$319.00 \$219.00 \$319.00 \$419.00

Monitors

Equipment Type	Machine Type	Base Warranty	Service Description	Electronic Part Number	List Price
E54/E74/E74M/E94 G52/G54/G72/G74/G76/ G78/G94/G97 P50/P70/P72/P76/P92/ P96/P77/P97/P200/ P201/P202/P260/P275/ L170/L170P/L180P/ L190P/L191P/L200/ C150/C150P/ C170/C190/C220P/ T545/T560/T710/T750/ T84H/T210/T541 TFT/T56A/T74A/T86/ T54/T85A/T85D/ T860/T55A	6331/6332/6517/6636/6734/ 6735/6736/6737/6739/9329/ 9419	3 Yrs - Rapid Replacement Service, mail-in exchange, 2 days	3 YR Onsite 9x5 Next Business Day 3 YR Onsite 9x5 4-Hour 3 YR Onsite 24x7 4-Hour	41C9750 41C9751 41C9752	\$72.00 \$83.00 \$125.00
G42/G40/G41 G51/G50/G70/ E51	TBA	1 Yr - Express Service, mail-in exchange, 2 days	3 YR Onsite 9x5/Next Business Day 3 YR Onsite 24x7 4-Hour	41C9753 41C9754	\$299.00 \$499.00
G200	TBA	1 Yr - Express Service, mail-in exchange, 2 days	3 YR Onsite 9x5/Next Day 3 YR Onsite 24x7 4-Hour	41C9755 41C9756	\$549.00 \$849.00

Note: Service Levels of 9x5x4 and 24x7x4 are to be delivered by IBM Global Services only, unless prior written approval has been granted to a Lenovo service authorized Business Partner. ThinkPad Protection is a depot only offering.

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Post-Warranty Maintenance Agreement (MA Thinkplus Services)

Equipment Type	Machine Type	Service Description	Electronic Part Number	List Price
Desktops	'8084/8085/8086/8141/8143/8171/84278124/8423	1 YR Onsite NBD	41C9777	\$129.00
		2 YR Onsite NBD	41C9778	\$249.00
		1 YR Onsite 9x5x4	41C9779	\$219.00
		2 YR Onsite 9x5x4	41C9780	\$379.00
		1 YR Onsite 24x7x4	41C9781	\$249.00
		2 YR Onsite 24x7x4	41C9782	\$449.00
ThinkPads	1829/1834/1836/1846/2371/2373/2378/2386/2525/2668/2672/2673/2881/2883	1 YR Onsite 9x5 NBD	41C9783	\$130.00
		2 YR Onsite 9x5 NBD	41C9784	\$230.00
		1 YR Onsite 9x5x4	41C9785	\$245.00
		2 YR Onsite 9x5x4	41C9786	\$445.00
ThinkPads	1829/1834/1836/1846/2371/2373/2378/2386/2525/2668/2672/2673/2881/2883	1 YR Onsite 9x5 NBD	41C9787	\$195.00
		2 YR Onsite 9x5 NBD	41C9788	\$345.00
		1 YR Onsite 9x5x4	41C9789	\$295.00
		2 YR Onsite 9x5x4	41C9790	\$495.00
Monitors - CRT 15"	6331/	1 YR Onsite NBD	41C9791	\$55.00
		2 YR Onsite NBD	41C9792	\$100.00
		1 YR Onsite 9x5x4	41C9793	\$75.00
		2 YR Onsite 9x5x4	41C9794	\$145.00
		1 YR Onsite 24x7x4	41C9795	\$85.00
		2 YR Onsite 24x7x4	41C9796	\$150.00
Monitors - CRT 17" - 19"	6332/6517/6737/6739/9419/9329/	1 YR Onsite NBD	41C9797	\$105.00
		2 YR Onsite NBD	41C9798	\$200.00
		1 YR Onsite 9x5x4	41C9799	\$150.00
		2 YR Onsite 9x5x4	41C9800	\$295.00
		1 YR Onsite 24x7x4	41C9801	\$175.00
		2 YR Onsite 24x7x4	41C9802	\$335.00
Monitors - CRT 20"	6735/	1 YR Onsite NBD	41C9803	\$355.00
		2 YR Onsite NBD	41C9804	\$700.00
		1 YR Onsite 9x5x4	41C9805	\$495.00
		2 YR Onsite 9x5x4	41C9806	\$895.00
		1 YR Onsite 24x7x4	41C9807	\$545.00
		2 YR Onsite 24x7x4	41C9808	\$945.00
Monitors - FLAT 15"	6636/	1 YR Onsite NBD	41C9809	\$105.00
		2 YR Onsite NBD	41C9810	\$200.00
		1 YR Onsite 9x5x4	41C9811	\$150.00
		2 YR Onsite 9x5x4	41C9812	\$295.00
		1 YR Onsite 24x7x4	41C9813	\$175.00
		2 YR Onsite 24x7x4	41C9814	\$335.00
Monitors - FLAT 17" - 19"	6734/9419/	1 YR Onsite NBD	41C9815	\$255.00
		2 YR Onsite NBD	41C9816	\$500.00
		1 YR Onsite 9x5x4	41C9817	\$345.00
		2 YR Onsite 9x5x4	41C9818	\$595.00
		1 YR Onsite 24x7x4	41C9819	\$445.00
		2 YR Onsite 24x7x4	41C9820	\$795.00
Monitors - FLAT 20" L190P	6736/	1 YR Onsite NBD	41C9821	\$355.00
		2 YR Onsite NBD	41C9822	\$700.00
		1 YR Onsite 9x5x4	41C9823	\$495.00
		2 YR Onsite 9x5x4	41C9824	\$895.00
		1 YR Onsite 24x7x4	41C9825	\$545.00
		2 YR Onsite 24x7x4	41C9826	\$945.00

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