

Warranty reimbursement rates

The new classification will be as follows:

CRU 1: Repair accessories

CRU 2: External elements requiring little to no effort to replace.

CRU 3: Internal elements requiring no tools and little effort to replace.

CRU 4: Internal elements requiring a moderate effort to replace.

Standard: Internal elements requiring extensive effort and technical expertise to replace.

Travel Rate Eligibility:

The travel reimbursement rate will remain at \$75. However, travel reimbursement eligibility will be a function of the parts used in performing the repair. Note that this assumes the machine being serviced is entitled to onsite warranty, either under base warranty or enhanced ThinkPlus or LenovoCare coverage. Note that Options are not eligible for Travel.

Description	Cru #	Labor Rate	Travel Eligible
ThinkPad ® and Lenovo 3000 Laptops			
Screw Kits, Plastics, Recovery CD's	1	\$ 0	No
External Options USB, Keyboards, Mice, AC Adapters, Batteries, Speakers,	2	\$20.00	No
Keyboards, PCMCIA Cards , HDD & Ultra-Bay Options, CD/DVD ROM Drive	3	\$30.00	Yes
Memory, Some Internal Options	4	\$50.00	Yes
System board, Processor, Power Supply, LCD	Standard	\$85.00	Yes
ThinkCentre, Netvista and Lenovo 3000 Desktops			
Screw Kits, Plastics, Recovery CD's	1	\$ 0	No
Keyboards, Mice, External Options, Speakers, USB Devices	2	\$20.00	No
PCMCIA Cards, Some Options	3	\$30.00	Yes
HDD, FDD, Optical Drives, Memory, Some Internal Options	4	\$50.00	Yes
System board, Processor, Power Supply	Standard	\$75.00	Yes
Monitor Exchange	Standard	\$30.00	No
Options (Accessories) All Machine Types			
Note: if the option is installed in a machine that is covered by warranty (or extended warranty) then it can be claimed against the machine/serial of the desktop/notebook and the reimbursement is based on the product rate table. The Option also carries it's own warranty (usually 1yr exchange) so if the machine is out of warranty, but the option is still covered by its own warranty, then it can be claimed using type of service 04 for option/feature claims. A feature claim is never eligible for travel because it is part exchange only. Depending on the commodity it would either be \$20 or \$30.	1	\$0	No
	2	\$20	No
	3	\$30	No
	4	\$30	No
	Standard	\$30	No