

InfoPrint Solution Services

Warranty Service Upgrade (WSU) Supported Products List

Supported Products List for End Users
October 20, 2009

InfoPrint Solutions Company Maintenance Services - ServicePac for Warranty and Maintenance Options

Warranty Service Upgrade (WSU) Supported Products List for Business Partners

Post-warranty maintenance agreement or warranty service upgrade

Which service coverage is right for your customer?

- If your customer has an InfoPrint Solutions Company machine that is out of warranty, OR they have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac®) is the right choice. For details, visit <http://www-1.ibm.com/services/us/index.wss/so/its/a1001480>.
- If your customer has an InfoPrint Solutions Company machine that is still within its original warranty period, then they can upgrade their service with a ServicePac WSU (see details below).

Warranty Service Upgrade Overview

- Provides repair or exchange services of your customer's IBM equipment.
- Your customer can choose from a variety of service options, with coverage for parts and labor, so they can select the package with the response time that fits their 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.
- InfoPrint Solutions Company performs hardware problem determination to the component level. For non-InfoPrint Solutions Company components the customer must provide the replacement part and InfoPrint Solutions Company will provide the labor to replace it. If InfoPrint Solutions Company has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- 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.
- Service must be purchased with the product or at any time during the original product warranty period.
- Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/servicepac>
- Before helping your customer make their purchase decision, please read the "Limitations of Service" statement on page 6 of this document for important details.
- ***For sales or administration assistance, IBM Business Partners can call 1-800-IBM-PCPC (426-7272).***

Service response times

24x7x2 hour	A service technician is scheduled to arrive at your customer's location within two hours after remote problem determination is completed. We provide service around the clock, every day, including InfoPrint Solutions Company holidays.
24x7x4 hour	A service technician is scheduled to arrive at your customer's location within four hours after remote problem determination is completed. We provide service around the clock, every day, including InfoPrint Solutions Company holidays.
9x5x4 hour	A service technician is scheduled to arrive at your customer's 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 their local time zone, Monday through Friday, excluding InfoPrint Solutions Company holidays. If after 1:00 p.m. it is determined that onsite service is required, the customer can expect the service technician to arrive 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.
9x5/next business day	A service technician is scheduled to arrive at your customer's location on the business day after we receive their call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in their local time zone, Monday through Friday, excluding InfoPrint Solutions Company 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. **InfoPrint Solutions Company or your reseller will perform selected CRU repairs at your request on the following parts only; power supply, microprocessor, heat sink, and system board. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_america.html. Prices provided in this document are for informational purposes only and are subject to change. InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document. Updates are indicated in blue and underlined, deletions are in red for your convenience. Data contained in this document is accurate as of October 20, 2009.*

Service levels

InfoPrint Solutions onsite repair (IOR)	<p>A service technician will come to your customer's location for equipment repair.</p>
EasyServ depot repair	<p>A courier will pick up your customer's equipment and deliver it to our depot repair center. Our objective is to repair it within 5 business days (Point of Sale equipment).</p>
InfoPrint Solutions onsite exchange (IOE)	<p><i>For IBM printers:</i> A courier will deliver a replacement machine to your customer in exchange for your failed machine, and a service technician will arrive to uninstall the failed machine and install the replacement machine. InfoPrint Solutions Company 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 InfoPrint Solutions Company.</p>
EasyServ exchange	<p>A courier will deliver a replacement machine to your customer in exchange for their failed machine. InfoPrint Solutions Company 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. Un-installation 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 InfoPrint Solutions Company.</p>

Service option availability

Service Options ¹	Printing systems
Repair Options (IOR = InfoPrint Solutions Company onsite repair)	
IOR 24x7x2 hour ³	----
IOR 24x7x4 hour	1, 2, 3, 4 or 5 yrs
IOR 9x5x4 hour	----
IOR 9x5/next business day	1, 2, 3, 4 or 5 yrs
EasyServ depot repair	----
Exchange Options (IOE = InfoPrint Solutions Company onsite exchange)	
IOE 24x7x2 hour ³	----
IOE 24x7x4 hour	----
IOE 9x5x4 hour	----
IOE 9x5/next business day	1, 2, 3, 4 or 5 yrs
EasyServ exchange	2, 3, 4 or 5 yrs

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

Puerto Rico coverage: InfoPrint Solutions Company coverage and ServicePacs generally available for the major metropolitan areas, but local limitations do apply on other areas which the local customers recognize

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
WAMO						
Perfect Ring Binder 2492	2492	001	1 YR onsite repair 9x5/next day	54Y6465	\$1,558	3 months Onsite 9x5 next day response
			3 YR onsite repair 9x5 /next day	54Y6467	\$5,212	
			1 YR onsite repair 24x7x4 hour	54Y6470	\$2,387	
			2 YR onsite repair 24x7x4 hour	56Y6471	\$5,129	
			3 YR onsite repair 24x7x4 hour	54Y6472	\$7,484	
Perfect Ring Binder 2494	2494	001	1 YR onsite repair 9x5/next day	65Y0004	\$89	3 months Onsite 9x5 next day response
			3 YR onsite repair 9x5 /next day	65Y0006	\$298	
			1 YR onsite repair 24x7x4 hour	65Y0009	\$136	
			2 YR onsite repair 24x7x4 hour	65Y0010	\$293	
			3 YR onsite repair 24x7x4 hour	65Y0011	\$428	
Infoprint 2105	2705	001	1 YR onsite repair 9x5/next day	45P8831	\$2,825	3 months parts and labor Onsite 24x7 same day response
			2 YR onsite repair 9x5 /next day	45P8832	\$6,350	
			3 YR onsite repair 9x5 /next day	45P8833	\$9,510	
			4 YR onsite repair 9x5 /next day	45P8834	\$12,370	
			5 YR onsite repair 9x5 /next day	45P8835	\$14,780	
			1 YR onsite repair 24x7x4 hour	45P8836	\$5,345	
			2 YR onsite repair 24x7x4 hour	45P8837	\$12,010	
			3 YR onsite repair 24x7x4 hour	45P8838	\$18,000	
			4 YR onsite repair 24x7x4 hour	45P8839	\$23,410	
			5 YR onsite repair 24x7x4 hour	45P8840	\$27,965	
Infoprint 2105ES	2706	001	1 YR onsite repair 9x5/next day	14R1013	\$2,700	3 months parts and labor Onsite 9x5 next day response
			2 YR onsite repair 9x5 /next day	14R1014	\$5,859	
			3 YR onsite repair 9x5 /next day	14R1015	\$8,780	
			4 YR onsite repair 9x5 /next day	14R1016	\$11,418	
			5 YR onsite repair 9x5 /next day	14R1017	\$13,641	
			1 YR onsite repair 9x5	14R1018	\$5,400	
			2 YR onsite repair 9x5	14R1019	\$11,718	
			3 YR onsite repair 9x5	14R1020	\$17,560	
			4 YR onsite repair 9x5	14R1021	\$22,836	
			5 YR onsite repair 9x5	14R1022	\$27,282	
			1 YR onsite repair 24x7x4 hour	14R1023	\$6,840	
			2 YR onsite repair 24x7x4 hour	14R1024	\$14,843	
			3 YR onsite repair 24x7x4 hour	14R1025	\$22,243	
			4 YR onsite repair 24x7x4 hour	14R1026	\$28,926	
			5 YR onsite repair 24x7x4 hour	14R1027	\$34,558	

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Infoprint 2190/2210	2707	All Models	1 YR onsite repair 9x5/next day	44J8098	\$550	3 months parts and labor
			3 YR onsite repair 9x5 /next day	44J8100	\$1,650	
			1 YR onsite repair 24x7x4 hour	44J8108	\$7,939	Onsite 9x5 next day response
			2 YR onsite repair 24x7x4 hour	44J8109	\$17,404	
			3 YR onsite repair 24x7x4 hour	44J8110	\$25,542	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty	Usage Overage Charge (MT 2708 only)
<p>SINGLE CLICK VS. DOUBLE CLICK ***Applies to MT 2708 only***</p> <p>Clicks are the counts for each page of paper. A double click will count one page of A4 paper and two pages for A3 (ledger size and greater). Customers who elect a single click plan will count one page regardless of the paper size. The usage rate for a single click plan will be higher than the usage rate for a double click plan. Customers will be required to submit monthly meter readings on the first business day of every month.</p>							
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***0k Usage Standard Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0492	\$1,560	3 months Onsite 9x5 next day response	0.0064
			1 YR onsite repair 9x5/next day 2 click	81Y0493	\$900		0.0052
			1 YR onsite repair 24x7x4 hour 1 click	81Y0494	\$2,496		0.0108
			1 YR onsite repair 24x7x4 hour 2 click	81Y0495	\$1,440		0.0083
			2 YR onsite repair 9x5/next day 1 click	81Y0496	\$3,198		0.0067
			2 YR onsite repair 9x5/next day 2 click	81Y0497	\$1,845		0.0055
			2 YR onsite repair 24x7x4 hour 1 click	81Y0498	\$5,117		0.0108
			2 YR onsite repair 24x7x4 hour 2 click	81Y0499	\$2,952		0.0087
			3 YR onsite repair 9x5 /next day 1 click	81Y0508	\$4,836		0.0067
			3 YR onsite repair 9x5 /next day 2 click	81Y0509	\$2,790		0.0055
			3 YR onsite repair 24x7x4 hour 1 click	81Y0510	\$7,738		0.0108
3 YR onsite repair 24x7x4 hour 2 click	81Y0511	\$4,464	0.0087				
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***50k Usage Plan***	2708	M01 P01	1 YR onsite repair 9x5/next day 1 click	81Y0512	\$3,484	3 months Onsite 9x5 next day response	0.0058
			1 YR onsite repair 9x5/next day 2 click	81Y0513	\$2,833		0.0047
			1 YR onsite repair 24x7x4 hour 1 click	81Y0514	\$5,580		0.0093
			1 YR onsite repair 24x7x4 hour 2 click	81Y0515	\$4,560		0.0076
			2 YR onsite repair 9x5/next day 1 click	81Y0516	\$7,143		0.0061
			2 YR onsite repair 9x5/next day 2 click	81Y0517	\$5,807		0.0051
			2 YR onsite repair 24x7x4 hour 1 click	81Y0518	\$11,439		0.0098
			2 YR onsite repair 24x7x4 hour 2 click	81Y0519	\$9,348		0.008
			3 YR onsite repair 9x5 /next day 1 click	81Y0528	\$10,801		0.0061
			3 YR onsite repair 9x5 /next day 2 click	81Y0529	\$8,781		0.005
			3 YR onsite repair 24x7x4 hour 1 click	81Y0530	\$17,298		0.0098
3 YR onsite repair 24x7x4 hour 2 click	81Y0531	\$14,136	0.008				

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty	Usage Overage Charge (MT 2708 only)
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***100k Usage Plan***	2708	M01 M02 P01 P02	1 YR onsite repair 9x5/next day 1 click	81Y0532	\$6,428	3 months Onsite 9x5 next day response	0.0054
			1 YR onsite repair 9x5/next day 2 click	81Y0533	\$5,226		0.0044
			1 YR onsite repair 24x7x4 hour 1 click	81Y0534	\$10,320		0.0086
			1 YR onsite repair 24x7x4 hour 2 click	81Y0535	\$8,400		0.007
			2 YR onsite repair 9x5/next day 1 click	81Y0536	\$13,178		0.0056
			2 YR onsite repair 9x5/next day 2 click	81Y0537	\$10,713		0.0046
			2 YR onsite repair 24x7x4 hour 1 click	81Y0538	\$21,156		0.009
			2 YR onsite repair 24x7x4 hour 2 click	81Y0539	\$17,220		0.0074
			3 YR onsite repair 9x5 /next day 1 click	81Y0548	\$19,928		0.0056
			3 YR onsite repair 9x5 /next day 2 click	81Y0549	\$16,201		0.0046
			3 YR onsite repair 24x7x4 hour 1 click	81Y0550	\$31,992		0.009
			3 YR onsite repair 24x7x4 hour 2 click	81Y0551	\$26,040		0.0074
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***175k Usage Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0552	\$10,513	3 months Onsite 9x5 next day response	0.005
			1 YR onsite repair 9x5/next day 2 click	81Y0553	\$8,547		0.0041
			1 YR onsite repair 24x7x4 hour 1 click	81Y0554	\$16,800		0.008
			1 YR onsite repair 24x7x4 hour 2 click	81Y0555	\$13,650		0.0065
			2 YR onsite repair 9x5/next day 1 click	81Y0556	\$21,551		0.0053
			2 YR onsite repair 9x5/next day 2 click	81Y0557	\$17,521		0.0043
			2 YR onsite repair 24x7x4 hour 1 click	81Y0558	\$34,440		0.0084
			2 YR onsite repair 24x7x4 hour 2 click	81Y0559	\$27,983		0.0068
			3 YR onsite repair 9x5 /next day 1 click	81Y0568	\$32,589		0.0053
			3 YR onsite repair 9x5 /next day 2 click	81Y0569	\$26,496		0.0043
			3 YR onsite repair 24x7x4 hour 1 click	81Y0570	\$52,080		0.0084
			3 YR onsite repair 24x7x4 hour 2 click	81Y0571	\$42,315		0.0068

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	Service Part Number	List Price	Base Warranty	Usage Overage Charge (MT 2708 only)
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***250k Usage Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0572	\$14,268	3 months Onsite 9x5 next day response	0.0048
			1 YR onsite repair 9x5/next day 2 click	81Y0573	\$11,601		0.0039
			1 YR onsite repair 24x7x4 hour 1 click	81Y0574	\$22,800		0.0076
			1 YR onsite repair 24x7x4 hour 2 click	81Y0575	\$18,600		0.0062
			2 YR onsite repair 9x5/next day 1 click	81Y0576	\$29,249		0.005
			2 YR onsite repair 9x5/next day 2 click	81Y0577	\$23,782		0.0041
			2 YR onsite repair 24x7x4 hour 1 click	81Y0578	\$46,740		0.008
			2 YR onsite repair 24x7x4 hour 2 click	81Y0579	\$38,130		0.0065
			3 YR onsite repair 9x5 /next day 1 click	81Y0588	\$44,231		0.005
			3 YR onsite repair 9x5 /next day 2 click	81Y0589	\$35,963		0.0041
			3 YR onsite repair 24x7x4 hour 1 click	81Y0590	\$70,680		0.008
			3 YR onsite repair 24x7x4 hour 2 click	81Y0591	\$57,660		0.0065
			InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***350k Usage Plan***	2708	M01 M02 M03 P01 P02 P03		1 YR onsite repair 9x5/next day 1 click
1 YR onsite repair 9x5/next day 2 click	81Y0593	\$15,385				0.0037	
1 YR onsite repair 24x7x4 hour 1 click	81Y0594	\$30,240				0.0072	
1 YR onsite repair 24x7x4 hour 2 click	81Y0595	\$24,780				0.0059	
2 YR onsite repair 9x5/next day 1 click	81Y0596	\$38,788				0.0047	
2 YR onsite repair 9x5/next day 2 click	81Y0597	\$31,538				0.0038	
2 YR onsite repair 24x7x4 hour 1 click	81Y0598	\$61,992				0.0076	
2 YR onsite repair 24x7x4 hour 2 click	81Y0599	\$50,799				0.0062	
3 YR onsite repair 9x5 /next day 1 click	81Y0608	\$58,655				0.0047	
3 YR onsite repair 9x5 /next day 2 click	81Y0609	\$47,692				0.0038	
3 YR onsite repair 24x7x4 hour 1 click	81Y0610	\$93,744				0.0076	
3 YR onsite repair 24x7x4 hour 2 click	81Y0611	\$76,818				0.0062	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty	Usage Overage Charge (MT 2708 only)
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***500k Usage Plan***	2708	M02 M03 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0612	\$24,630	3 months Onsite 9x5 next day response	0.0041
			1 YR onsite repair 9x5/next day 2 click	81Y0613	\$20,022		0.0033
			1 YR onsite repair 24x7x4 hour 1 click	81Y0614	\$39,600		0.0066
			1 YR onsite repair 24x7x4 hour 2 click	81Y0615	\$31,800		0.0053
			2 YR onsite repair 9x5/next day 1 click	81Y0616	\$50,492		0.0043
			2 YR onsite repair 9x5/next day 2 click	81Y0617	\$41,045		0.0035
			2 YR onsite repair 24x7x4 hour 1 click	81Y0618	\$81,080		0.0069
			2 YR onsite repair 24x7x4 hour 2 click	81Y0619	\$65,190		0.0056
			3 YR onsite repair 9x5 /next day 1 click	81Y0628	\$76,353		0.0043
			3 YR onsite repair 9x5 /next day 2 click	81Y0629	\$62,068		0.0035
			3 YR onsite repair 24x7x4 hour 1 click	81Y0630	\$122,760		0.0069
			3 YR onsite repair 24x7x4 hour 2 click	81Y0631	\$98,580		0.0056

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint Pro C900	2709	P01	1 YR onsite repair 9x5/next day	65Y0219	\$12,228	3 months parts and labor Onsite 9x5 next day response
			3 YR onsite repair 9x5 /next day	65Y0221	\$33,465	
			1 YR onsite repair 24x7x4 hour	65Y0224	\$29,383	
			2 YR onsite repair 24x7x4 hour	65Y0225	\$56,919	
			3 YR onsite repair 24x7x4 hour	65Y0226	\$80,416	
Infoprint 2060ES	2761	001	1 YR onsite repair 9x5 next day	14R1028	\$1,350	3 months parts and labor Onsite 9x5 next day response
			2 YR onsite repair 9x5 next day	14R1029	\$2,930	
			3 YR onsite repair 9x5 next day	14R1030	\$4,390	
			4 YR onsite repair 9x5 next day	14R1031	\$5,709	
			5 YR onsite repair 9x5 next day	14R1032	\$6,821	
			1 YR onsite repair 9x5	14R1033	\$2,700	
			2 YR onsite repair 9x5	14R1034	\$5,859	
			3 YR onsite repair 9x5	14R1035	\$8,780	
			4 YR onsite repair 9x5	14R1036	\$11,418	
			5 YR onsite repair 9x5	14R1037	\$13,641	
			1 YR onsite repair 24x7x4 hour	14R1038	\$4,275	
			2 YR onsite repair 24x7x4 hour	14R1039	\$9,277	
			3 YR onsite repair 24x7x4 hour	14R1040	\$13,902	
			4 YR onsite repair 24x7x4 hour	14R1041	\$18,079	
			5 YR onsite repair 24x7x4 hour	14R1042	\$21,599	
InfoPrint 70 Plus	2770	002	1 YR onsite repair 9x5/next day	69P9655	\$5,745	3 months parts and labor Onsite 24x7 same day response
			2 YR onsite repair 9x5 /next day	69P9656	\$12,907	
			3 YR onsite repair 9x5 /next day	69P9657	\$19,341	
			4 YR onsite repair 9x5 /next day	69P9658	\$25,153	
			5 YR onsite repair 9x5 /next day	69P9659	\$30,050	
			1 YR onsite repair 24x7x4 hour	69P9660	\$6,607	
			2 YR onsite repair 24x7x4 hour	69P9661	\$14,843	
			3 YR onsite repair 24x7x4 hour	69P9662	\$22,243	
			4 YR onsite repair 24x7x4 hour	69P9663	\$28,926	
			5 YR onsite repair 24x7x4 hour	69P9664	\$34,558	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 2075ES	2775	001	1 YR onsite repair 9x5 next day	14R1043	\$1,350	3 months parts and labor Onsite 9x5 next day response
			2 YR onsite repair 9x5 next day	14R1044	\$2,930	
			3 YR onsite repair 9x5 next day	14R1045	\$4,390	
			4 YR onsite repair 9x5 next day	14R1046	\$5,709	
			5 YR onsite repair 9x5 next day	14R1047	\$6,821	
			1 YR onsite repair 9x5	14R1048	\$2,700	
			2 YR onsite repair 9x5	14R1049	\$5,859	
			3 YR onsite repair 9x5	14R1050	\$8,780	
			4 YR onsite repair 9x5	14R1051	\$11,418	
			5 YR onsite repair 9x5	14R1052	\$13,641	
			1 YR onsite repair 24x7x4 hour	14R1053	\$4,275	
			2 YR onsite repair 24x7x4 hour	14R1054	\$9,277	
			3 YR onsite repair 24x7x4 hour	14R1055	\$13,902	
			4 YR onsite repair 24x7x4 hour	14R1056	\$18,079	
			5 YR onsite repair 24x7x4 hour	14R1057	\$21,599	
InfoPrint 2085	2785	001	1 YR onsite repair 9x5/next day	45P8814	\$2,825	3 months parts and labor Onsite 24x7 same day response
			2 YR onsite repair 9x5 /next day	45P8821	\$6,350	
			3 YR onsite repair 9x5 /next day	45P8822	\$9,510	
			4 YR onsite repair 9x5 /next day	45P8823	\$12,370	
			5 YR onsite repair 9x5 /next day	45P8825	\$14,780	
			1 YR onsite repair 24x7x4 hour	45P8826	\$5,345	
			2 YR onsite repair 24x7x4 hour	45P8827	\$12,010	
			3 YR onsite repair 24x7x4 hour	45P8828	\$18,000	
			4 YR onsite repair 24x7x4 hour	45P8829	\$23,410	
			5 YR onsite repair 24x7x4 hour	45P8830	\$27,965	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 2090ES	2790	001	1 YR onsite repair 9x5 next day	14R0998	\$2,700	3 months parts and labor Onsite 9x5 next day response
			2 YR onsite repair 9x5 next day	14R0999	\$5,859	
			3 YR onsite repair 9x5 next day	14R1000	\$8,780	
			4 YR onsite repair 9x5 next day	14R1001	\$11,418	
			5 YR onsite repair 9x5 next day	14R1002	\$13,641	
			1 YR onsite repair 9x5	14R1003	\$5,400	
			2 YR onsite repair 9x5	14R1004	\$11,718	
			3 YR onsite repair 9x5	14R1005	\$17,560	
			4 YR onsite repair 9x5	14R1006	\$22,836	
			5 YR onsite repair 9x5	14R1007	\$27,282	
			1 YR onsite repair 24x7x4 hour	14R1008	\$6,840	
			2 YR onsite repair 24x7x4 hour	14R1009	\$14,843	
			3 YR onsite repair 24x7x4 hour	14R1010	\$22,243	
			4 YR onsite repair 24x7x4 hour	14R1011	\$28,926	
			5 YR onsite repair 24x7x4 hour	14R1012	\$34,558	
EMP 156	2794	001	1 YR onsite repair 9x5 next day	54Y4511	\$6,233	90 day Onsite next day response
			3 YR onsite repair 9x5 next day	54Y4513	\$20,848	
			1 YR onsite repair 24x7x4 hour	54Y4518	\$18,546	
			2 YR onsite repair 24x7x4 hour	54Y4519	\$37,970	
			3 YR onsite repair 24x7x4 hour	54Y4520	\$54,607	
Matrix Printer	4230	101 201 111 211	1 YR onsite repair 24x7x4 hour	31L2624	\$324	3 months parts and labor Onsite 24x7 same day response
			3 YR onsite repair 24x7x4 hour	31L2625	\$1090	
			5 YR onsite repair 24x7x4 hour	31L2626	\$1786	
InfoPrint DotMatrix Printer	4230	102 1S2 202 2S2 413 4I3 4S3 41Z 513 5S3	1 YR onsite repair 24x7x4 hour	31L2627	\$378	
			3 YR onsite repair 24x7x4 hour	31L2628	\$1272	
			5 YR onsite repair 24x7x4 hour	31L2629	\$2083	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Matrix Printer	4232	30Z 302	3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	31L2630 31L2631	\$835 \$1,501	1 year parts and labor Onsite 24x7 same day response
Impact Matrix Printer 4247	4247	A00 001 002 003	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	31L2632 31L2633 31L2634	\$441 \$1575 \$2518	3 months parts and labor Onsite 24x7 same day response
Impact Matrix Printer 4247	4247	L03	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour <u>3 YR onsite repair 9x5 next day</u> 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	44T5805 44T5806 <u>80Y7828</u> 44T5807 44T5808 44T5809	\$357 \$807 <u>\$978</u> \$1,195 \$1,539 \$1,807	3 months parts and labor Onsite 24x7 same day response
Impact Matrix Printer 4247	4247	V03	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	69P9626 69P9627 69P9628	\$652 \$2,195 \$3,410	3 months parts and labor Onsite 24x7 same day response
Impact Matrix Printer 4247	4247	Z03	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour <u>3 YR onsite repair 9x5 next day</u> 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	40Y6038 40Y6039 <u>80Y7830</u> 40Y6040 51J8965 51J8966	\$656 \$1,483 <u>\$1,329</u> \$2,195 \$2,828 \$3,319	3 months parts and labor Onsite 24x7 same day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Impact Matrix Printer 4247	4247	X03	1 YR onsite repair 24x7x4 hour	51J8953	\$472	3 months parts and labor Onsite 24x7 same day response
			2 YR onsite repair 24x7x4 hour	51J8954	\$1,066	
			<u>3 YR onsite repair 9x5 next day</u>	<u>80Y7829</u>	<u>\$1,252</u>	
			3 YR onsite repair 24x7x4 hour	51J8955	\$1,578	
			4 YR onsite repair 24x7x4 hour	51J8956	\$2,033	
			5 YR onsite repair 24x7x4 hour	51J8957	\$2,387	
IBM 4400 Thermal Label Printer	4400	004	1 YR onsite repair 24x7x4 hour	11K7717	\$664	3 months parts and labor Onsite 9x5 next day response
			3 YR onsite repair 9x5/next day	13P0613	\$1,576	
			3 YR onsite repair 24x7x4 hour	11K7718	\$2,196	
			5 YR onsite repair 9x5/next day	13P0614	\$2,440	
			5 YR onsite repair 24x7x4 hour	11K7719	\$3,401	
IBM 4400 Thermal Label Printer	4400	006	1 YR onsite repair 24x7x4 hour	11K7720	\$792	
			3 YR onsite repair 9x5/next day	13P0615	\$1,876	
			3 YR onsite repair 24x7x4 hour	11K7721	\$2,621	
			5 YR onsite repair 9x5/next day	13P0616	\$2,905	
			5 YR onsite repair 24x7x4 hour	11K7722	\$4,058	
IBM 4400 Thermal Label Printer	4400	008	1 YR onsite repair 24x7x4 hour	11K7723	\$972	
			3 YR onsite repair 9x5/next day	13P0617	\$2,293	
			3 YR onsite repair 24x7x4 hour	11K7724	\$3,216	
			5 YR onsite repair 9x5/next day	13P0618	\$3,410	
			5 YR onsite repair 24x7x4 hour	13P0612	\$4,980	

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Laser Printer	4536	All Models	2 YR depot repair 9x5 next day 3 YR depot repair 9x5 next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	41C6069 41C6070 41C6071 41C6072 41C6073 41C6074 41C6075 41C6076	\$106 \$199 \$102 \$298 \$471 \$317 \$701 \$1,042	1 year depot exchange (EasyServ) 9x5 next day response
Laser Printer	4537	All Models	2 YR depot exch 9x5 next day 3 YR depot exch 9x5 next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	41C6083 41C6084 41C6085 41C6086 41C6087 41C6088 41C6089 41C6090	\$122 \$230 \$81 \$280 \$454 \$289 \$682 \$1,022	1 year depot exchange (EasyServ) 9x5 next day response
Laser Printer	4538	All Models	2 YR depot exch 9x5 next day 3 YR depot exch 9x5 next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	41E8725 41E8726 41E8727 41E8728 41E8729 41E8730 41E8731 41E8732	\$151 \$284 \$92 \$330 \$538 \$340 \$810 \$1,217	1 year depot exchange (EasyServ) 9x5 next day response
InfoPrint 1585	4539	All Models	2 year onsite repair 9x5/next day 3 year onsite repair 9x5/next day 1 year onsite repair 24x7x4 hour 2 year onsite repair 24x7x4 hour 3 year onsite repair 24x7x4 hour	41E8915 41E8916 41E8917 41E8918 41E8919	\$947 \$1,787 \$978 \$2,840 \$4,467	1 year onsite repair 9x5 next day

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Infoprint 1570	4542	All Models	2 year onsite repair 9x5/next day 3 year onsite repair 9x5/next day 1 year onsite repair 24x7x4 hour 2 year onsite repair 24x7x4 hour 3 year onsite repair 24x7x4 hour	10N3746 10N3747 10N3748 10N3749 10N3750	\$686 \$1,295 \$708 \$2,058 \$3,237	1 year onsite repair 9x5 next day response
Infoprint 1540, 1560, 1580	4543	All Models	2 year onsite repair 9x5/next day 3 year onsite repair 9x5/next day 1 year onsite repair 24x7x4 hour 2 year onsite repair 24x7x4 hour 3 year onsite repair 24x7x4 hour	10N3755 10N3756 10N3757 10N3758 10N3759	\$1,843 \$3,479 \$1,903 \$5,530 \$8,697	1 year onsite repair 9x5 next day response
InfoPrint 1650	4544	All Models	2 year onsite repair 9x5/next day 3 year onsite repair 9x5/next day 1 year onsite repair 24x7x4 hour 2 year onsite repair 24x7x4 hour 3 year onsite repair 24x7x4 hour	42V1650 42V1651 42V1652 42V1653 42V1654	\$350 \$660 \$361 \$1,049 \$1,650	1 year onsite repair 9x5 next day response
InfoPrint 1612/1622	4546	All Models	2 YR depot exch 9x5/next day 3 YR depot exch 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 2 YR onsite repair 24x7x4 3 YR onsite repair 24x7x4	44D4544 44D4545 44D4546 44D4547 44D4548 44D4549 44D4550 44D4551	\$121 \$229 \$50 \$219 \$367 \$226 \$559 \$849	1 year depot exchange 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Infoprint 1850 MFP	4548	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4989 54Y4990 54Y4993 54Y4994 54Y4995	\$470 \$887 \$485 \$1,410 \$2,217	1 year onsite repair 9x5 next day response
Infoprint 1811	4549	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4888 54Y4889 54Y4890 54Y4891 54Y4892 54Y4893 54Y4894 54Y4895	\$57 \$107 \$43 \$141 \$226 \$145 \$338 \$505	1 year depot exchange 9x5 next day response
Infoprint 1832	4551	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4902 54Y4903 54Y4904 54Y4905 54Y4906 54Y4907 54Y4908 54Y4909	\$107 \$203 \$56 \$217 \$358 \$224 \$541 \$817	1 year depot exchange 9x5 next day response
Infoprint 1852	4552	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4918 54Y4919 54Y4920 54Y4921 54Y4922 54Y4923 54Y4924 54Y4925	\$127 \$239 \$43 \$210 \$358 \$217 \$547 \$835	1 year depot exchange 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	Service Part Number	List Price	Base Warranty
Infoprint 1872	4553	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4934 54Y4935 54Y4936 54Y4937 54Y4938 54Y4939 54Y4940 54Y4941	\$143 \$270 \$71 \$281 \$466 \$290 \$706 \$1,066	1 year depot exchange 9x5 next day response
Infoprint 1812	4564	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4856 54Y4857 54Y4858 54Y4859 54Y4860 54Y4861 54Y4862 54Y4863	\$57 \$107 \$43 \$141 \$226 \$145 \$338 \$505	1 year depot exchange 9x5 next day response
Infoprint 1822	4565	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4872 54Y4873 54Y4874 54Y4875 54Y4876 54Y4877 54Y4878 54Y4879	\$107 \$203 \$48 \$200 \$334 \$206 \$507 \$769	1 year depot exchange 9x5 next day response
Infoprint 1860 MFP	4566	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y5008 54Y5009 54Y5012 54Y5013 54Y5014	\$470 \$887 \$485 \$1,410 \$2,217	1 year onsite repair 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Infoprint 1870 MFP	4567	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y5027 54Y5028 54Y5031 54Y5032 54Y5033	\$686 \$1,295 \$708 \$2,058 \$3,237	1 year onsite repair 9x5 next day response
Infoprint 1880 MFP	4568	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y5046 54Y5047 54Y5050 54Y5051 54Y5052	\$686 \$1,295 \$708 \$2,058 \$3,237	1 year onsite repair 9x5 next day response
InfoPrint 1930 MFP	4569	All Models	2 YR depot repair 9x5 next day 3 YR depot repair 9x5 next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5287 65Y5288 65Y5289 65Y5290 65Y5291 65Y5292 65Y5293 65Y5294	\$214 \$415 \$107 \$423 \$719 \$433 \$1,060 \$1,645	1 year depot exchange (EasyServ) 9x5 next day response
InfoPrint 1940 MFP	4570	All Models	2 YR depot repair 9x5 next day 3 YR depot repair 9x5 next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5301 65Y5302 65Y5303 65Y5304 65Y5305 65Y5306 65Y5307 65Y5308	\$214 \$415 \$107 \$423 \$719 \$433 \$1,060 \$1,645	1 year depot exchange (EasyServ) 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americanas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 1948 MFP	4857	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	68Y4961 68Y4962 68Y4963 68Y4964 68Y4965	\$1,716 \$3,239 \$1,772 \$5,148 \$8,097	1 year Onsite 9x5 next day response
InfoPrint 1968 MFP	4858	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	68Y4970 68Y4971 68Y4972 68Y4973 68Y4974	\$1,716 \$3,239 \$1,772 \$5,148 \$8,097	1 year Onsite 9x5 next day response
InfoPrint 1988 MFP	4859	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	68Y4979 68Y4980 68Y4981 68Y4982 68Y4983	\$1,716 \$3,239 \$1,772 \$5,148 \$8,097	1 year Onsite 9x5 next day response
Infoprint 1759	4886	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8970 44J8971 44J8972 44J8973 44J8974	\$3,497 \$6,599 \$3,611 \$10,490 \$16,497	1 year parts and labor Onsite 9x5 next day response
Infoprint 1769	4887	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8982 44J8983 44J8984 44J8985 44J8986	\$3,497 \$6,599 \$3,611 \$10,490 \$16,497	1 year parts and labor Onsite 9x5 next day response
M40 MFP	4896	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 1 YR onsite repair 9x5/next day 2 YR EZS 9x5 /next day 3 YR EZS 9x5 /next day	42V1668 42V1669 42V1670 42V1671 42V1672 42V1677 42V1678 42V1679	\$691 \$1,175 \$714 \$1,799 \$2,743 \$142 \$416 \$786	1 year depot repair 9x5 next day response

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 1572	4897	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	42V1659 42V1660 42V1661 42V1662 42V1663	\$693 \$1,307 \$715 \$2,078 \$3,268	1 year parts and labor Onsite 9x5 next day response
InfoPrint 1664 MFP	4898	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	43X3775 43X3776 43X3777 43X3778 43X3779	\$935 \$1,764 \$965 \$2,804 \$4,409	1 year onsite repair 9x5 next day response
Infoprint 1764 MFP	4899	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8882 44J8883 44J8884 44J8885 44J8886	\$890 \$1,679 \$919 \$2,669 \$4,197	1 year onsite repair 9x5 next day response
InfoPrint 1846 MFP	4913	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5260 65Y5261 65Y5262 65Y5263 65Y5264	\$635 \$1,199 \$656 \$1,906 \$2,997	1 year onsite repair 9x5 next day response
InfoPrint 1856 MFP	4914	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5269 65Y5270 65Y5271 65Y5272 65Y5273	\$635 \$1,199 \$656 \$1,906 \$2,997	1 year onsite repair 9x5 next day response
InfoPrint 1866 MFP	4915	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5278 65Y5279 65Y5280 65Y5281 65Y5282	\$635 \$1,199 \$656 \$1,906 \$2,997	1 year onsite repair 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 1654	4929	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	12X6929 12X6930 12X6931 12X6932 12X6933	\$190 \$359 \$196 \$570 \$897	1 year onsite repair 9x5 next day response
InfoPrint 1664	4930	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	12X6938 12X6939 12X6940 12X6941 12X6942	\$572 \$1,079 \$590 \$1,715 \$2,697	1 year depot repair
InfoPrint 1634	4931	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44D4535 44D4536 44D4537 44D4538 44D4539	\$190 \$359 \$196 \$570 \$897	1 year onsite repair 9x5 next day response
Infoprint Color 1754	4936	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8858 44J8859 44J8860 44J8861 44J8862	\$190 \$359 \$196 \$570 \$897	1 year onsite repair 9x5 next day response
Infoprint Color 1764	4937	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8870 44J8871 44J8872 44J8873 44J8874	\$508 \$959 \$525 \$1,524 \$2,397	1 year onsite repair 9x5 next day response
Infoprint Color 1767	4960	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	44J8959 44J8960 44J8961 44J8962 44J8963	\$1,049 \$1,979 \$1,083 \$3,146 \$4,947	1 year depot repair 9x5/next day

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
InfoPrint 1834	4976	All Models	2 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5232 65Y5233 65Y5234 65Y5235 65Y5236 65Y5237 65Y5238 65Y5239	\$121 \$229 \$17 \$154 \$275 \$159 \$429 \$664	1 year depot exchange (EasyServ)
InfoPrint 1940 MFP	4977	All Models	2 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	65Y5246 65Y5247 65Y5248 65Y5249 65Y5250 65Y5251 65Y5252 65Y5253	\$211 \$399 \$29 \$268 \$479 \$277 \$747 \$1,157	1 year depot exchange (EasyServ)
Infoprint 1824	4985	All Models	2 YR courier exchange 9x5/next day 3 YR courier exchange 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour	54Y4950 54Y4951 54Y4952 54Y4953 54Y4954 54Y4955 54Y4956 54Y4957	\$82 \$155 \$30 \$141 \$238 \$145 \$363 \$553	1 year depot exchange (EasyServ) 9x5 next day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	Service Part Number	List Price	Base Warranty
Thermal Printer	5403	All Models	1 YR depot repair 9x5/next day 2 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 4 YR depot repair 9x5/next day 5 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR onsite repair 9x5/next day 5 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hours 2 YR onsite repair 24x7x4 hours 3 YR onsite repair 24x7x4 hours 4 YR onsite repair 24x7x4 hours 5 YR onsite repair 24x7x4 hours	44T5779 44T5780 44T5781 44T5782 44T5783 44T5784 44T5785 44T5786 44T5787 44T5788 44T5789 44T5790 44T5791 44T5792 44T5793	\$181 \$405 \$600 \$773 \$907 \$347 \$724 \$1,050 \$1,340 \$1,564 \$510 \$1,036 \$1,491 \$1,896 \$2,208	3 months parts and labor depot repair 9x5/next day
Impact Matrix 5504	5504	R40	1 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hours 3 YR onsite repair 24x7x4 hours	41E8701 41E8702 41E8703 41E8704 41E8705 41E8706	\$286 \$927 \$590 \$1,733 \$864 \$2,460	3 months parts and labor depot repair 9x5/next day

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Impact Matrix 5504	5504	R60	1 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hours 3 YR onsite repair 24x7x4 hours	41C6054 41C6055 41C6056 41C6057 41C6058 41C6059	\$340 \$1,102 \$571 \$1,714 \$844 \$2,440	3 months parts and labor depot repair 9x5/next day
Impact Matrix 5504	5504	R80	1 YR depot repair 9x5/next day 3 YR depot repair 9x5/next day 1 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hours 3 YR onsite repair 24x7x4 hours	41C6062 41C6063 41C6064 41C6065 41C6066 41C6067	\$417 \$1,352 \$785 \$2,328 \$1,155 \$3,309	3 months parts and labor depot repair 9x5/next day
Line Matrix Printer	6400	005 05P 050 I05 I5P P50	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	31L2635 31L2636 31L2637	\$873 \$2,839 \$4,414	3 months parts and labor Onsite 24x7 same day response
InfoPrint LineADP Printer	6400	008 009 09P 010 I10 I1P P10	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	31L2638 31L2639 31L2640	\$1,071 \$3,483 \$5,406	
InfoPrint LineADP Printer	6400	014 015 I15	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	31L2641 31L2642 31L2643	\$1,071 \$3,483 \$5,406	
Impact Matrix Printer	6400	020 I20 I24 I2S	1 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	45P8686 45P8687 45P8688	\$1,458 \$4,741 \$7,390	
Impact Matrix 6500	6500	V1P	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8757 41E8758 41E8759 41W9570 41W9571	\$1,074 \$2,329 \$3,483 \$4,579 \$5,375	3 months parts and labor/Onsite 24x7 same day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Base Warranty
Impact Matrix 6500	6500	V5P	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8762 41E8763 41E8764 41W9572 41W9573	\$876 \$1,899 \$2,839 \$3,733 \$4,381	3 months parts and labor/Onsite 24x7 same day response
Impact Matrix 6500	6500	V05	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8767 41E8768 41E8769 41W9574 41W9575	\$876 \$1,899 \$2,839 \$3,733 \$4,381	3 months parts and labor/Onsite 24x7 same day response
Impact Matrix 6500	6500	V10	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8772 41E8773 41E8774 41W9576 41W9577	\$1,074 \$2,329 \$3,483 \$4,579 \$5,375	3 months parts and labor/Onsite 24x7 same day response
Impact Matrix 6500	6500	V15	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8785 41E8786 41E8787 41W9578 41W9579	\$1,462 \$3,171 \$4,741 \$6,233 \$7,317	3 months parts and labor/Onsite 24x7 same day response
Impact Matrix 6500	6500	V20	1 YR onsite repair 24x7x4 hour 2 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	41E8790 41E8791 41E8792 41W9580 41W9581	\$1,848 \$4,008 \$5,992 \$7,878 \$9,247	3 months parts and labor/Onsite 24x7 same day response

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

MA ServicePac

Post-warranty maintenance agreement

Overview

- 1 or 2-year maintenance agreement for post-warranty hardware service — including parts and labor.
- Simple, cost-effective way to add maintenance services and enhance the availability of your InfoPrint Solutions Company equipment.
- Choice of service levels, ranging from depot to 24x7 service.
- Telephone access to technical support specialists 7 days a week, 24 hours a day.
 - Expert problem determination over the phone, that can resolve up to 30 percent of service calls on the spot.
- To purchase a MA ServicePac[®], visit:
http://www-132.ibm.com/content/home/store_IBMPublicUSA/en_US/ma_servicepac.html

MA ServicePac or warranty service upgrade?

Which service coverage is right for me?

- If you have an InfoPrint Solutions Company machine that 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.
- If you have an InfoPrint Solutions Company machine that is still within its original warranty period, then you can upgrade your service with a ServicePac WSU.
 - For details, visit: <http://www-1.ibm.com/services/us/index.wss/so/its/a1001505>

Purchase eligibility

- **MA ServicePac may be added to a machine...**
 - ✓ Having no present service coverage (not under warranty, no warranty service upgrade)*.
 - ✓ Prior to expiration of a current ServicePac WSU.
 - ✓ Prior to expiration of a current MA ServicePac.
 - MA ServicePacs will not automatically renew upon expiration. To continue service, additional purchase and activation is required. The term will then be extended either one or two years (depending on length purchased) from the current MA ServicePac end date at the requested level of service. Service will not take effect until the the current MA ServicePac expires.

* InfoPrint Solutions Company reserves the right to inspect any machine not under current service to verify that the machine meets acceptance criteria.

Types of service

InfoPrint Solutions onsite repair (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your failed equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
InfoPrint Solutions onsite exchange (IOE)	A service technician will come to your location with a replacement machine and perform the equipment exchange.
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your failed machine. InfoPrint Solutions Company 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. Un-installation 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 InfoPrint Solutions Company.

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 InfoPrint Solutions Company 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 InfoPrint Solutions Company 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 InfoPrint Solutions Company 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 non-critical 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 InfoPrint Solutions Company holidays.

* InfoPrint Solutions Company's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service option availability

InfoPrint Solutions Company's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

Service Options ¹	Printing systems
<i>Repair Options (IOR = InfoPrint Solutions Company onsite repair)</i>	
IOR 24x7x2 hour ³	----
IOR 24x7x4 hour	1 or 2 years
IOR 9x5x4 hour	----
IOR 9x5/next business day	1 or 2 years
EasyServ depot repair	----
<i>Exchange Options (IOE = InfoPrint Solutions Company onsite exchange)</i>	
IOE 24x7x2 hour ³	----
IOE 24x7x4 hour	----
IOE 9x5x4 hour	----
IOE 9x5/next business day	----
EasyServ exchange	2 years

¹ Service options may vary by machine type and/or model.

² Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

³ 24x7x2 hour service is available in select metropolitan locations only.

Limitations of service

- Maintenance agreements for post-warranty hardware service will not automatically renew.
- Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/servicepac>. Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- 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. If the machine problem turns out to be a Customer Replaceable Unit (CRU), InfoPrint Solutions Company will express ship the part to you for quick replacement. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached machine.
- IBM performs hardware problem determination to the component level. For non-InfoPrint Solutions Company components the customer must provide the replacement part and InfoPrint Solutions Company will provide the labor to replace it. If InfoPrint Solutions Company has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- MA ServicePac can only be ordered for machines that were released and purchased in the United States.
- MA ServicePac is available only for the machines listed in the supported products list.
- Only non-configured server peripherals are eligible for post-warranty maintenance agreements.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
MA					
InfoPrint 0215	0215	004 005 04P 050 P50 05P 105 15P	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0482 65Y0483	\$1,151 \$2,230
InfoPrint 0215	0215	008 009 08P 09P 010 P10 11P 110	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0484 65Y0485	\$1,412 \$2,736
InfoPrint 0215	0215	012 014 015 115	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0486 65Y0487	\$1,923 \$3,725
InfoPrint 0215	0215	I2S	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0488 65Y0489	\$2,433 \$4,713
InfoPrint 0236	0236	R40	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0490 65Y0491 65Y0492 65Y0493	\$629 \$1,219 \$890 \$1,724
InfoPrint 0236	0236	R60	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0494 65Y0495 65Y0496 65Y0497	\$676 \$1,311 \$949 \$1,839
InfoPrint 0236	0236	R80	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0498 65Y0499 65Y0500 65Y0501	\$914 \$1,770 \$1,282 \$2,483
InfoPrint 0237	0237	M40	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0502 65Y0503 65Y0504 65Y0505	\$404 \$782 \$565 \$1,094

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint 0238	0238	V1P	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0470 65Y0471	\$1,412 \$2,736
InfoPrint 0238	0238	V5P	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0472 65Y0473	\$1,151 \$2,230
InfoPrint 0238	0238	V05	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0474 65Y0475	\$1,151 \$2,230
InfoPrint 0238	0238	V10	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0476 65Y0477	\$1,412 \$2,736
InfoPrint 0238	0238	V15	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0478 65Y0479	\$1,923 \$3,725
InfoPrint 0238	0238	V20	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0480 65Y0481	\$2,433 \$4,713
InfoPrint 0239	0239	004	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0506 65Y0507 65Y0508 65Y0509	\$628 \$1,217 \$875 \$1,696
InfoPrint 0239	0239	006	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0510 65Y0511 65Y0512 65Y0513	\$748 \$1,448 \$1,044 \$2,023
InfoPrint 0239	0239	008	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y0514 65Y0515 65Y0516 65Y0517	\$914 \$1,770 \$1,282 \$2,483

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Perfect Ring Binder 2492	2492	001	1 YR IOR 9x5/next day	65Y0000	\$2,100
			1 YR IOR 24x7x4 hour	65Y0002	\$2,940
Perfect Ring Binder 2494	2494	001	1 YR IOR 9x5/next day	65Y0014	\$120
			1 YR IOR 24x7x4 hour	65Y0016	\$168
Infoprint 2105	2705	All Models	1 YR IOR 9x5/next day	14R0746	\$4,290
			2 YR IOR 9x5/next day	14R0747	\$8,030
			1 YR IOR 24x7x4 hour	14R0748	\$8,118
			2 YR IOR 24x7x4 hour	14R0749	\$15,197
Infoprint 2105ES	2706	All Models	1 YR IOR 9x5/next day	44J8525	\$3,780
			1 YR IOR 24x7x4 hour	44J8526	\$9,576
			2 YR IOR 9x5/next day	44J8848	\$7,242
			2 YR IOR 24x7x4 hour	44J8849	\$18,348
Infoprint 2190/2210	2707	All Models	1 YR IOR 9x5/next day	44J8332	\$594
			1 YR IOR 9x5x4 hour	44J8334	\$9,198
			1 YR IOR 24x7x4 hour	44J8336	\$10,030

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Usage Overage Charge (MT 2708 only)
SINGLE CLICK VS. DOUBLE CLICK ***Applies to MT 2708 only*** Clicks are the counts for each page of paper. A double click will count one page of A4 paper and two pages for A3 (ledger size and greater). Customers who elect a single click plan will count one page regardless of the paper size. The usage rate for a single click plan will be higher than the usage rate for a double click plan. Customers will be required to submit monthly meter readings on the first business day of every month.						
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***0k Usage Standard Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0500	\$1,638	0.0067
			1 YR onsite repair 9x5/next day 2 click	81Y0501	\$945	0.0055
			1 YR onsite repair 24x7x4 hour 1 click	81Y0502	\$2,621	0.0108
			1 YR onsite repair 24x7x4 hour 2 click	81Y0503	\$1,512	0.0087
			2 YR onsite repair 9x5/next day 1 click	81Y0504	\$3,276	0.0067
			2 YR onsite repair 9x5/next day 2 click	81Y0505	\$1,890	0.0055
			2 YR onsite repair 24x7x4 hour 1 click	81Y0506	\$5,242	0.0108
			2 YR onsite repair 24x7x4 hour 2 click	81Y0507	\$3,024	0.0087
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***50k Usage Plan***	2708	M01 P01	1 YR onsite repair 9x5/next day 1 click	81Y0520	\$3,658	0.0061
			1 YR onsite repair 9x5/next day 2 click	81Y0521	\$2,974	0.005
			1 YR onsite repair 24x7x4 hour 1 click	81Y0522	\$5,859	0.0098
			1 YR onsite repair 24x7x4 hour 2 click	81Y0523	\$4,788	0.008
			2 YR onsite repair 9x5/next day 1 click	81Y0524	\$7,317	0.0061
			2 YR onsite repair 9x5/next day 2 click	81Y0525	\$5,948	0.005
			2 YR onsite repair 24x7x4 hour 1 click	81Y0526	\$11,718	0.0098
			2 YR onsite repair 24x7x4 hour 2 click	81Y0527	\$9,576	0.008

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Usage Overage Charge (MT 2708 only)
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***100k Usage Plan***	2708	M01 M02 P01 P02	1 YR onsite repair 9x5/next day 1 click	81Y0540	\$6,750	0.0056
			1 YR onsite repair 9x5/next day 2 click	81Y0541	\$5,487	0.0046
			1 YR onsite repair 24x7x4 hour 1 click	81Y0542	\$10,836	0.009
			1 YR onsite repair 24x7x4 hour 2 click	81Y0543	\$8,820	0.0074
			2 YR onsite repair 9x5/next day 1 click	81Y0544	\$13,500	0.0056
			2 YR onsite repair 9x5/next day 2 click	81Y0545	\$10,975	0.0046
			2 YR onsite repair 24x7x4 hour 1 click	81Y0546	\$21,672	0.009
			2 YR onsite repair 24x7x4 hour 2 click	81Y0547	\$17,640	0.0074
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***175k Usage Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0560	\$11,038	0.0053
			1 YR onsite repair 9x5/next day 2 click	81Y0561	\$8,974	0.0043
			1 YR onsite repair 24x7x4 hour 1 click	81Y0562	\$17,640	0.0084
			1 YR onsite repair 24x7x4 hour 2 click	81Y0563	\$14,333	0.0068
			2 YR onsite repair 9x5/next day 1 click	81Y0564	\$22,076	0.0053
			2 YR onsite repair 9x5/next day 2 click	81Y0565	\$17,949	0.0043
			2 YR onsite repair 24x7x4 hour 1 click	81Y0566	\$35,280	0.0084
			2 YR onsite repair 24x7x4 hour 2 click	81Y0567	\$28,665	0.0068
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***250k Usage Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0580	\$14,981	0.005
			1 YR onsite repair 9x5/next day 2 click	81Y0581	\$12,181	0.0041
			1 YR onsite repair 24x7x4 hour 1 click	81Y0582	\$23,940	0.008
			1 YR onsite repair 24x7x4 hour 2 click	81Y0583	\$19,530	0.0065
			2 YR onsite repair 9x5/next day 1 click	81Y0584	\$29,963	0.005
			2 YR onsite repair 9x5/next day 2 click	81Y0585	\$24,362	0.0041
			2 YR onsite repair 24x7x4 hour 1 click	81Y0586	\$47,880	0.008
			2 YR onsite repair 24x7x4 hour 2 click	81Y0587	\$39,060	0.0065

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price	Usage Overage Charge (MT 2708 only)
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***350k Usage Plan***	2708	M01 M02 M03 P01 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0600	\$19,867	0.0047
			1 YR onsite repair 9x5/next day 2 click	81Y0601	\$16,154	0.0038
			1 YR onsite repair 24x7x4 hour 1 click	81Y0602	\$31,752	0.0076
			1 YR onsite repair 24x7x4 hour 2 click	81Y0603	\$26,019	0.0062
			2 YR onsite repair 9x5/next day 1 click	81Y0604	\$39,734	0.0047
			2 YR onsite repair 9x5/next day 2 click	81Y0605	\$32,308	0.0038
			2 YR onsite repair 24x7x4 hour 1 click	81Y0606	\$63,504	0.0076
			2 YR onsite repair 24x7x4 hour 2 click	81Y0607	\$52,038	0.0062
InfoPrint Pro 907EX MFP, 1107 EX MFP, 1357 EX MFP, 907EX, 1107EX, 1357EX ***500k Usage Plan***	2708	M02 M03 P02 P03	1 YR onsite repair 9x5/next day 1 click	81Y0620	\$25,862	0.0043
			1 YR onsite repair 9x5/next day 2 click	81Y0621	\$21,023	0.0035
			1 YR onsite repair 24x7x4 hour 1 click	81Y0622	\$41,580	0.0069
			1 YR onsite repair 24x7x4 hour 2 click	81Y0623	\$33,390	0.0056
			2 YR onsite repair 9x5/next day 1 click	81Y0624	\$51,723	0.0043
			2 YR onsite repair 9x5/next day 2 click	81Y0625	\$42,046	0.0035
			2 YR onsite repair 24x7x4 hour 1 click	81Y0626	\$83,160	0.0069
			2 YR onsite repair 24x7x4 hour 2 click	81Y0627	\$66,780	0.0056

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint Pro C900	2709	P01	1 YR IOR 9x5/next day	65Y0229	\$12,228
			1 YR IOR 24x7x4 hour	65Y0231	\$29,383
Infoprint 2060ES	2761	All Models	1 YR IOR 9x5/next day	44J8523	\$1,896
			1 YR IOR 24x7x4 hour	44J8524	\$5,700
			2 YR IOR 9x5/next day	44J8846	\$3,630
			2 YR IOR 24x7x4 hour	44J8847	\$10,912
Infoprint 70	2770	001	1 YR IOR 9x5/next day	14R0750	\$9,132
			2 YR IOR 9x5/next day	14R0751	\$17,094
			1 YR IOR 24x7x4 hour	14R0752	\$10,500
			2 YR IOR 24x7x4 hour	14R0753	\$19,655
Infoprint 70 Plus	2770	002	1 YR IOR 9x5/next day	14R0754	\$7,932
			2 YR IOR 9x5/next day	14R0755	\$14,848
			1 YR IOR 24x7x4 hour	14R0756	\$9,120
			2 YR IOR 24x7x4 hour	14R0757	\$17,072
Infoprint 2075ES	2775	All Models	1 YR IOR 9x5/next day	44J8527	\$2,184
			1 YR IOR 24x7x4 hour	44J8528	\$6,912
			2 YR IOR 9x5/next day	44J8850	\$4,185
			2 YR IOR 24x7x4 hour	44J8851	\$13,243
Infoprint 2085	2785	All Models	1 YR IOR 9x5/next day	14R0758	\$4,290
			2 YR IOR 9x5/next day	14R0759	\$8,030
			1 YR IOR 24x7x4 hour	14R0760	\$8,118
			2 YR IOR 24x7x4 hour	14R0761	\$15,197
Infoprint 2090ES	2790	001	1 YR IOR 9x5/next day	44J8529	\$3,600
			1 YR IOR 24x7x4 hour	44J8530	\$9,120
			2 YR IOR 9x5/next day	44J8852	\$6,892
			2 YR IOR 24x7x4 hour	44J8853	\$17,459
EMP 156	2794	001	1 YR IOR 9x5/next day	54Y4516	\$8,400
			1 YR IOR 24x7x4 hour	54Y4523	\$20,880

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Impact Matrix 4224	4224	All Models	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41C5974 41C5975	\$732 \$1,361
Impact Matrix	4230	101 111 201 211	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0762 14R0763	\$468 \$876
Impact Matrix	4230	102 1S2 202 2S2 413 4I3 41Z 4S3 513 5S3	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0764 14R0765	\$540 \$1,010
Impact Matrix	4232	302 30Z	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0766 14R0767	\$480 \$898
Impact Matrix	4247	001 002 003 A00	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0768 14R0769	\$828 \$1,577
Impact Matrix	4247	L03	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44T5810 44T5811	\$481 \$923

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Impact Matrix	4247	V03	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0770 14R0771	\$900 \$1,714
Impact Matrix	4247	X03	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	51J8958 51J8959	\$636 \$1,219
Impact Matrix	4247	Z03	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	51J8967 51J8968	\$884 \$1,695
Thermal Label 4400	4400	004	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0800 14R0801 14R0802 14R0803	\$635 \$1,209 \$885 \$1,685
Thermal Label 4400	4400	006	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0804 14R0805 14R0806 14R0807	\$756 \$1,440 \$1,056 \$2,011
Thermal Label 4400	4400	008	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0808 14R0809 14R0810 14R0811	\$924 \$1,759 \$1,296 \$2,468
InfoPrint 1532	4536	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour	43X3572 43X3573 41C6077 41C6078	\$207 \$415 \$402 \$804

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint 1552	4537	All Models	1 YR IOR 9x5/next day	43X3574	\$207
			1 YR IOR 24x7x4 hour	43X3575	\$415
			3 YR IOR 24x7x4 hour	41C6091	\$402
			2 YR IOR 24x7x4 hour	41C6092	\$804
InfoPrint 1572 MFP	4538	All Models	1 YR IOR 9x5/next day	43X3576	\$248
			1 YR IOR 24x7x4 hour	43X3577	\$496
			2 YR IOR 9x5/next day	41E8733	\$480
			2 YR IOR 24x7x4 hour	41E8734	\$961
InfoPrint 1585	4539	All Models	1 YR IOR 9x5/next day	43X3578	\$978
			1 YR IOR 24x7x4 hour	43X3579	\$1,955
			2 YR IOR 9x5/next day	41E8920	\$1,894
			2 YR IOR 24x7x4 hour	41E8921	\$3,787
Infoprint 1410	4541	001	1 YR IOR 9x5/next day	14R1631	\$378
			2 YR IOR 9x5/next day	14R1632	\$567
			1 YR IOR 24x7x4 hour	14R1633	\$757
			2 YR IOR 24x7x4 hour	14R1634	\$872
InfoPrint 1570	4542	All Models	1 YR IOR 9x5/next day	10N3751	\$708
			1 YR IOR 24x7x4 hour	10N3752	\$1,417
			2 YR IOR 9x5/next day	10N3753	\$1,372
			2 YR IOR 24x7x4 hour	10N3754	\$2,744
InfoPrint 1540 1560 1580	4543	All Models	1 YR IOR 9x5/next day	10N3760	\$1,903
			1 YR IOR 24x7x4 hour	10N3761	\$3,807
			2 YR IOR 9x5/next day	10N3762	\$3,687
			2 YR IOR 24x7x4 hour	10N3763	\$7,373

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint 1650	4544	All Models	1 YR IOR 9x5/next day	42V1655	\$361
			1 YR IOR 24x7x4 hour	42V1656	\$722
			2 YR IOR 9x5/next day	42V1657	\$699
			2 YR IOR 24x7x4 hour	42V1658	\$1,399
InfoPrint 1612/1622	4546	All Models	1 YR EasyServ exchg. 9X5/next day	44D4552	\$125
			2 YR EasyServ exchg. 9X5/next day	44D4553	\$243
			1 YR IOR 9x5/next day	44D4554	\$176
			2 YR IOR 9x5/next day	44D4555	\$340
			1 YR IOR 24x7x4 hour	44D4556	\$351
			2 YR IOR 24x7x4 hour	44D4557	\$681
Infoprint 1850 MFP	4548	All Models	1 YR IOR 9x5/next day	54Y4998	\$485
			2 YR IOR 9x5/next day	54Y4999	\$940
			1 YR IOR 24x7x4 hour	54Y5000	\$970
			2 YR IOR 24x7x4 hour	54Y5001	\$1,880
Infoprint 1811	4549	All Models	1 YR Courier exchg. 9X5/next day	54Y4896	\$58
			2 YR Courier exchg. 9X5/next day	54Y4897	\$113
			1 YR IOR 9x5/next day	54Y4898	\$102
			2 YR IOR 9x5/next day	54Y4899	\$197
			1 YR IOR 24x7x4 hour	54Y4900	\$204
			2 YR IOR 24x7x4 hour	54Y4901	\$394
Infoprint 1832	4551	All Models	1 YR Courier exchg. 9X5/next day	54Y4910	\$111
			2 YR Courier exchg. 9X5/next day	54Y4911	\$215
			1 YR IOR 9x5/next day	54Y4912	\$167
			2 YR IOR 9x5/next day	54Y4913	\$324
			1 YR IOR 24x7x4 hour	54Y4914	\$335
			2 YR IOR 24x7x4 hour	54Y4915	\$649

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool which is accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Infoprint 1852	4552	All Models	1 YR Courier exchg. 9X5/next day	54Y4926	\$131
			2 YR Courier exchg. 9X5/next day	54Y4927	\$253
			1 YR IOR 9x5/next day	54Y4928	\$174
			2 YR IOR 9x5/next day	54Y4929	\$337
			1 YR IOR 24x7x4 hour	54Y4930	\$348
			2 YR IOR 24x7x4 hour	54Y4931	\$674
Infoprint 1872	4553	All Models	1 YR Courier exchg. 9X5/next day	54Y4942	\$148
			2 YR Courier exchg. 9X5/next day	54Y4943	\$286
			1 YR IOR 9x5/next day	54Y4944	\$219
			2 YR IOR 9x5/next day	54Y4945	\$424
			1 YR IOR 24x7x4 hour	54Y4946	\$438
			2 YR IOR 24x7x4 hour	54Y4947	\$849
Infoprint 1812	4564	All Models	1 YR Courier exchg. 9X5/next day	54Y4864	\$58
			2 YR Courier exchg. 9X5/next day	54Y4865	\$113
			1 YR IOR 9x5/next day	54Y4866	\$102
			2 YR IOR 9x5/next day	54Y4867	\$197
			1 YR IOR 24x7x4 hour	54Y4868	\$204
			2 YR IOR 24x7x4 hour	54Y4869	\$394
Infoprint 1822	4565	All Models	1 YR Courier exchg. 9X5/next day	54Y4880	\$111
			2 YR Courier exchg. 9X5/next day	54Y4881	\$215
			1 YR IOR 9x5/next day	54Y4882	\$159
			2 YR IOR 9x5/next day	54Y4883	\$307
			1 YR IOR 24x7x4 hour	54Y4884	\$317
			2 YR IOR 24x7x4 hour	54Y4885	\$615

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Infoprint 1860 MFP	4566	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	54Y5017 54Y5018 54Y5019 54Y5020	\$485 \$940 \$970 \$1,880
Infoprint 1870 MFP	4567	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	54Y5055 54Y5056 54Y5057 54Y5058	\$708 \$1,372 \$1,417 \$2,744
Infoprint 1880 MFP	4568	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	54Y5036 54Y5037 54Y5038 54Y5039	\$708 \$1,372 \$1,417 \$2,744
InfoPrint 1930 MFP	4569	All Models	1 YR EasyServ exchg. 2 YR EasyServ exchg. 1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y5295 65Y5296 65Y5297 65Y5298 65Y5299 65Y5300	\$219 \$428 \$326 \$637 \$652 \$1,274
InfoPrint 1940 MFP	4570	All Models	1 YR EasyServ exchg. 2 YR EasyServ exchg. 1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	65Y5309 65Y5310 65Y5311 65Y5312 65Y5313 65Y5314	\$219 \$428 \$326 \$637 \$652 \$1,274
InfoPrint 1948 MFP	4857	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	68Y4966 68Y4967 68Y4968 68Y4969	\$1,772 \$3,432 \$3,544 \$6,865
InfoPrint 1968 MFP	4858	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	68Y4975 68Y4976 68Y4977 68Y4978	\$1,772 \$3,432 \$3,544 \$6,865

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint 1988 MFP	4859	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	68Y4984 68Y4985 68Y4986 68Y4987	\$1,772 \$3,432 \$3,544 \$6,865
Infoprint 1759	4886	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44J8975 44J8976 44J8977 44J8978	\$3,611 \$6,993 \$7,221 \$13,986
Infoprint 1769	4887	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44J8987 44J8988 44J8989 44J8990	\$3,611 \$6,993 \$7,221 \$13,986
MFP 35	4890	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour	14R0885 14R0887	\$336 \$671
M40 MFP	4896	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour 1 YR EasyServ exchg 2 YR EasyServ exchg	42V1673 42V1674 42V1675 42V1676 42V1680 42V1681	\$572 \$1,144 \$1,108 \$2,215 \$430 \$833
Infoprint 1572	4897	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 9x5/next day 2 YR IOR 24x7x4 hour	42V1664 42V1665 42V1666 42V1667	\$715 \$1,430 \$1,385 \$2,770
InfoPrint 1664 MFP	4898	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	43X3780 43X3781 43X3782 43X3783	\$965 \$1,868 \$1,930 \$3,736

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
InfoPrint 1764 MFP	4899	All Models	1 YR IOR 9x5/next day	44J8887	\$919
			2 YR IOR 9x5/next day	44J8888	\$1,779
			1 YR IOR 24x7x4 hour	44J8889	\$1,837
			2 YR IOR 24x7x4 hour	44J8890	\$3,558
InfoPrint 1846 MFP	4913	All Models	1 YR IOR 9x5/next day	65Y5265	\$656
			2 YR IOR 9x5/next day	65Y5266	\$1,270
			1 YR IOR 24x7x4 hour	65Y5267	\$1,312
			2 YR IOR 24x7x4 hour	65Y5268	\$2,541
InfoPrint 1856 MFP	4914	All Models	1 YR IOR 9x5/next day	65Y5274	\$656
			2 YR IOR 9x5/next day	65Y5275	\$1,270
			1 YR IOR 24x7x4 hour	65Y5276	\$1,312
			2 YR IOR 24x7x4 hour	65Y5277	\$2,541
InfoPrint 1866 MFP	4915	All Models	1 YR IOR 9x5/next day	65Y5283	\$656
			2 YR IOR 9x5/next day	65Y5284	\$1,270
			1 YR IOR 24x7x4 hour	65Y5285	\$1,312
			2 YR IOR 24x7x4 hour	65Y5286	\$2,541

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Infoprint 1228/1357	4928	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour	14R0897 14R0899	\$1,607 \$3,213
Infoprint 1654	4929	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour	12X6934 12X6936	\$196 \$393
Infoprint 1664	4930	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour	12X6943 12X6945	\$590 \$1,181
Infoprint 1634	4931	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44D4540 44D4541 44D4542 44D4543	\$196 \$380 \$393 \$760
Infoprint 1334	4934	All Models	1 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour	43X3584 43X3585	\$495 \$990
Infoprint Color 1754	4936	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44J8863 44J8864 44J8865 44J8866	\$196 \$380 \$393 \$760
Infoprint Color 1764	4937	All Models	1 YR IOR 9x5/next day 2 YR IOR 9x5/next day 1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	44J8875 44J8876 44J8877 44J8878	\$525 \$1,016 \$1,049 \$2,032

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Infoprint Color 1767	4960	All Models	1 YR IOR 9x5/next day	44J8964	\$1,083
			2 YR IOR 9x5/next day	44J8965	\$2,097
			1 YR IOR 24x7x4 hour	44J8966	\$2,165
			2 YR IOR 24x7x4 hour	44J8967	\$4,194
InfoPrint 1834	4976	All Models	1 YR Depot repair 9X5/next day	65Y5240	\$125
			2 YR Depot repair 9X5/next day	65Y5241	\$243
			1 YR IOR 9x5/next day	65Y5242	\$142
			2 YR IOR 9x5/next day	65Y5243	\$275
			1 YR IOR 24x7x4 hour	65Y5244	\$284
			2 YR IOR 24x7x4 hour	65Y5245	\$550
InfoPrint 1940 MFP	4977	All Models	1 YR Depot repair 9X5/next day	65Y5254	\$218
			2 YR Depot repair 9X5/next day	65Y5255	\$423
			1 YR IOR 9x5/next day	65Y5256	\$247
			2 YR IOR 9x5/next day	65Y5257	\$479
			1 YR IOR 24x7x4 hour	65Y5258	\$495
			2 YR IOR 24x7x4 hour	65Y5259	\$958
Infoprint 1824	4985	All Models	1 YR Courier exchg. 9X5/next day	54Y4958	\$85
			2 YR Courier exchg. 9X5/next day	54Y4959	\$164
			1 YR IOR 9x5/next day	54Y4960	\$115
			2 YR IOR 9x5/next day	54Y4961	\$223
			1 YR IOR 24x7x4 hour	54Y4962	\$230
			2 YR IOR 24x7x4 hour	54Y4963	\$445
Infoprint 1826 MFP	4989	All Models	1 YR IOR 9x5/next day	54Y4979	\$150
			1 YR IOR 24x7x4 hour	54Y4981	\$301

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Thermal Printer	5403	All Models	1 YR depot repair 9x5/next day	44T5794	\$242
			2 YR depot repair 9x5/next day	44T5795	\$463
			1 YR IOR 9x5/next day	44T5796	\$408
			2 YR IOR 9x5/next day	44T5797	\$782
			1 YR IOR 24x7x4 hour	44T5798	\$571
			2 YR IOR 24x7x4 hour	44T5799	\$1,095
Impact Matrix	5504	R40	1 YR IOR 9x5/next day	41E8707	\$685
			1 YR IOR 24x7x4 hour	41C6052	\$959
Impact Matrix	5504	R60	1 YR IOR 9x5/next day	41C6060	\$684
			1 YR IOR 24x7x4 hour	41C6061	\$958
Impact Matrix	5504	R80	1 YR IOR 9x5/next day	41C6053	\$924
			1 YR IOR 24x7x4 hour	41C6068	\$1,294
Impact Matrix	6400	005 050 05P I05 I5P P50	1 YR IOR 24x7x4 hour	14R0901	\$1,164
			2 YR IOR 24x7x4 hour	14R0902	\$2,178
Impact Matrix	6400	008 009 010 09P I10 I1P P10	1 YR IOR 24x7x4 hour	14R0903	\$1,428
			2 YR IOR 24x7x4 hour	14R0904	\$2,672

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model Number*	Service Description	ServicePac Part Number	List Price
Impact Matrix	6400	014 015 I15	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0905 14R0906	\$1,944 \$3,637
Impact Matrix	6400	020 I20 I24 I2S	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	14R0907 14R0908	\$2,340 \$4,378
Impact Matrix	6500	V1P	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8760 41E8761	\$1,432 \$2,662
Impact Matrix	6500	V5P	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8765 41E8766	\$1,167 \$2,170
Impact Matrix	6500	V05	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8770 41E8771	\$1,167 \$2,170
Impact Matrix	6500	V10	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8775 41E8784	\$1,432 \$2,662
Impact Matrix	6500	V15	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8788 41E8789	\$1,432 \$2,662
Impact Matrix	6500	V20	1 YR IOR 24x7x4 hour 2 YR IOR 24x7x4 hour	41E8793 41E8794	\$2,464 \$4,580

Eligible machine types, models and features are subject to change without notice.

IBM, the IBM logo, the e-business logo, ServicePac, ThinkPad, Intellistation, Nefinity, NetVista and ThinkVision are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. Other company, product and service names may be trademarks or service marks of others. References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

Service Overview & Customer Responsibilities and Selling Tips

Service Overview

- Provides reliable installation of xSeries and Printers
- Performed by InfoPrint Solutions Company specialists who will work with your customer to coordinate a smooth, timely, and affordable onsite installation.
- To purchase this offering, visit **www.ibm.com** or call toll free **1-888-SHOP-IBM**

**Not designed to provide support for customized product rollouts, and therefore no project management is included in the offering.*

Customer Responsibilities

For timely service and a smooth installation, the customer should:

- ✓ Carefully review the order confirmation e-mail and follow any instructions that are provided
- ✓ Review the InfoPrint Solutions Company ServicePac® Installation Services Agreement and customer responsibilities document contained within the order confirmation e-mail
- ✓ Designate a customer representative to whom all communications will be addressed and who has the authority to act for you in all aspects of the installation
- ✓ Have all your equipment purchased and on hand prior to scheduling your installation service
- ✓ Satisfy all prerequisites prior to the installation date.

Why should I sell Installation services?

- Provide your customer with reliable installation services from InfoPrint Solutions Company.
- Increase your profit margin.
- Enhance your customer's perception that you are a valued solutions provider.

When should I sell Installation services?

- At the time of equipment purchase
- When your customer needs a cost-effective installation
- When your customer doesn't have the resources or expertise to install their new equipment quickly.

Basic Installation Service for Server and Printer products

- Unpack, inspect and inventory the system at the installation location
- Set up and connect system unit, display, mouse, keyboard, local printer and communications network cable (add if applicable)
- Connect communications network cable to a matching, customer-supplied cabling point three to four feet from the system unit
- Connect the systems to a customer-provided power outlet within three to four feet from connected devices
- Power up each device to verify correct operation
- Confirm that the operating system appears on standard desktop (add if applicable)
- Enter customer-supplied TCP/IP address and network configuration (add if applicable)
- Verify successful network login (add if applicable)
- Move all new system packaging to a previously arranged local area for removal by the customer
- Obtain customer sign-off for service delivery completion
- Provide a complete installation record.

Note: The installation or configuration of any communication network or network components, such as network printers, scanners, servers, or existing workstations is not included. Also, the installation or configuration of any customer applications (i.e., AOL, Microsoft® Word, etc.) is not included.

Continuous daily installation activity will be performed until all machines are installed.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Service Description	IBM Part Number	List Price per Unit
InfoPrint Solutions Company ServicePac for Installation Services				
Infoprint 1334, MFP M32, MFP M35	4890, 4895, 4934	Basic Installation of 1 Printer	96P2770	\$199
Laser Printer	4536, 4537, 4538	Basic Installation of 1 Printer	12X6703	\$375
Impact Matrix 4247, Laser Printer, 1512, 1540, 1560, 1570, 1580, 1585, 1650 MFP, M40 MFP, Thermal Printer, Impact Matrix 5504, Impact Matrix 6500	4247, 4539, 4542, 4543, 4544, 4896, 5403, 5504, 6500	Basic Installation of 1 Printer	12X6704	\$475

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Supported products, part numbers and pricing

Equipment Type	Machine Type	Model	Service Description	IBM Part Number	List Price per Unit
InfoPrint DotMatrix Printer	4230	111 1S2 1Y1 101 102 211 2S2 201 202 413 4S3 513 5S3	Basic Installation of 1 Printer	96P2770	\$199
Matrix Printer	4232	302 30Z	Basic Installation of 1 Printer	96P2770	\$199
InfoPrint 4400 Thermal Label Printer	4400	004 006 008	Basic Installation of 1 Printer	96P2770	\$199

Updates are indicated in blue and are underlined, deleted items in red. * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. For the most recent product and pricing information, please check the Product Selector Tool *which is* accessible at: http://www-935.ibm.com/services/us/its/html/servicepac_americas.html InfoPrint Solutions Company's official pricing is provided through InfoPrint Solutions Company product announcements and not through this document.

Trademark Information

IBM, the IBM logo, the e-business logo, IntelliStation, NetVista, PC300, iSeries, ServicePac, ThinkCentre, ThinkPad, and TransNote are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.