

IBM Maintenance Services - ServicePac for Warranty and Maintenance Options

Warranty Service Upgrade (WSU) Supported Products List

Post-warranty maintenance agreement or warranty service upgrade

Which service coverage is right for your customer?

- If your customer has an IBM 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 IBM 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.
- IBM performs hardware problem determination to the component level. For non-IBM components the customer must provide the replacement part and IBM will provide the labor to replace it. If IBM has a Technical Support Agreement with the manufacturer, procurement and cost of the replacement part may also be included.
- 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.
- Before helping your customer make their purchase decision, please read the "Limitations of Service" statement on page 3 of this document for important details.

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit ibm.com, or contact your IBM Business Partner.

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 IBM 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 IBM 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 IBM 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 noncritical service requests, a service technician will arrive by the end of the following business day.
9x5/next business day	A service technician is scheduled to arrive at your 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 IBM holidays.

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Service levels

IBM onsite repair (IOR)	A service technician will come to your customer's location for equipment repair.
EasyServ depot repair	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).
IBM onsite exchange (IOE)	<i>For IBM monitors and server peripherals:</i> A service technician will come to your customer's location with a replacement machine and perform the equipment exchange.
EasyServ exchange	A courier will deliver a replacement machine to your customer in exchange for their failed machine. IBM will ship the replacement the same day the service call was received, with next day delivery. If the service call is received after 8:00 p.m. (EST), the replacement machine will be shipped the following business day. Uninstallation of the failed machine and installation of the replacement machine is a customer responsibility. The replacement packaging will include shipping instructions on how to return the failed machine using the same carton that contained the replacement. All shipping and handling is paid for by IBM.

Service option availability by hardware type

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

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: IBM coverage and ServicePacs generally available for the major metropolitan areas, but local limitations do apply on other areas which the local customers recognize.

Limitations of service for IBM Maintenance Services - ServicePac for Warranty and Maintenance Options for PC Products

These services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. A service technician is scheduled to arrive at your customer's location within two or four business hours or the next business day (depending on service) after remote problem determination is completed. For the 9x5x4 hour service, calls dispatched after 1:00 p.m. local time, your customer can expect the service technician to arrive by the morning of the following business day. For non-critical service requests, a service technician will arrive by the end of the following business day. If the machine problem turns out to be a Customer Replaceable Unit (CRU), IBM will express ship the part to your customer for quick replacement. Onsite 24x7x2 hour service is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, require their own, separate service coverage, they are not covered under the attached Machine. Service activation is required immediately following purchase.

For ThinkPad notebooks requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. For failing non-IBM components, the customer must provide the replacement part unless IBM has a Technical Support Agreement with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers.

Locations eligible for specific service options

Onsite 24x7x2 hour service for servers and server peripherals will be provided within a 50-mile radius of the cities indicated on the list below, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip Find. Zip Find can be found on the Internet at: <http://zipfind.net/>

Akron, OH 44308	Cleveland, OH 44114	Kansas City, MO 64106	Omaha, NE 68183	San Francisco, CA 94102
Albuquerque, NM 87103	Columbia, SC 29201	Las Vegas, NV 89101	Orlando, FL 32801	San Jose, CA 95110
Allentown, PA 18101	Columbus, OH 43215	Los Angeles, CA 90012	Philadelphia, PA 19107	Seattle, WA 98104
Atlanta, GA 30335	Dayton, OH 45401	Louisville, KY 40202	Phoenix, AZ 85003	St. Louis, MO 63103
Austin, TX 78767	Denver, CO 80202	Memphis, TN 38103	Pittsburgh, PA 15219	St. Paul, MN 55102
Baltimore, MD 21202	Detroit, MI 48226	Miami, FL 33133	Portland, OR 97204	St. Petersburg, FL 33731
Baton Rouge, LA 70816	Fort Worth, TX 76102	Milwaukee, WI 53202	Providence, RI 02903	Syracuse, NY 13202
Birmingham, AL 35203	Greensboro, NC 27402	Minneapolis, MN 55415	Raleigh, NC 27602	Tacoma, WA 98402
Boston, MA 02108	Harrisburg, PA 17101	Nashville, TN 37201	Richmond, VA 23219	Tampa, FL 33602
Bridgeport, CT 06604	Hartford, CT 06103	New Orleans, LA 70112	Rochester, NY 14614	Toledo, OH 43604
Buffalo, NY 14202	Honolulu, HI 96813	New York, NY 10007	Sacramento, CA 95814	Virginia Beach, VA 23456
Charlotte, NC 28202	Houston, TX 77002	Newark, NJ 07102	Salt Lake City, UT 84111	Washington, DC 20001
Chicago, IL 60602	Indianapolis, IN 46204	Norfolk, VA 23510	San Antonio, TX 78205	West Palm Beach, FL 33402
Cincinnati, OH 45202	Jacksonville, FL 32202	Oklahoma City, OK 73102	San Diego, CA 92101	Wilmington, DE 19801

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
IBM Servers (listed in ascending order by Machine Type)						
xSeries 3105	4347	All Models	3 YR onsite repair next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	41W9315 41W9316 41W9317 41W9318	\$150 \$299 \$329 \$479	1 year limited onsite repair
xSeries 3200	4362	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year limited onsite repair
xSeries 3200	4363	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7057 40M7058 40M7059 40M7060 40M7061 40M7062 40M7063 40M7064 40M7065 40M7066 40M7067	\$179 \$229 \$275 \$267 \$449 \$529 \$725 \$507 \$719 \$829 \$1,175	3 years limited onsite repair
xSeries 3250	4364	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year limited onsite repair
xSeries 3250	4365	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7079 40M7080 40M7081 40M7082 40M7083 40M7084 40M7085 40M7086 40M7087 40M7088 40M7089	\$175 \$219 \$263 \$267 \$445 \$519 \$713 \$507 \$715 \$819 \$1,163	3 years limited onsite repair
IntelliStation E Pro	6204	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9167 69P9168 69P9169	\$199 \$249 \$89 \$320 \$383	3 years parts and labor Next business day response
IntelliStation E Pro	6214	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response
Intellistation A Pro	6217	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 YR Limited Onsite - Mandatory CRU
Intellistation M Pro	6218	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 YR Limited Onsite - Mandatory CRU

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
IntelliStation M Pro	6219	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735	\$199	3 years parts and labor Next business day response
IntelliStation M Pro	6220	All Models		41L2741	\$249	
IntelliStation Z Pro	6221	All Models		69P9164	\$179	
IntelliStation Z Pro	6223	All Models		69P9165	\$442	
IntelliStation M Pro	6224	All Models		69P9166	\$518	
IntelliStation M Pro	6225	All Models				
IntelliStation M Pro	6230	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response
IntelliStation M Pro	6849	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 years parts and labor Next business day response
eServer 326m	7969	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year limited onsite
BladeCenter LS41	7971	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1020 \$1224	3 years onsite repair Next business day response
BladeCenter LS41	7972	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	12X7014 12X7015 12X7016 12X7017 12X7018 12X7019 12X7020 12X7021 12X7022 12X7023 12X7024	\$560 \$800 \$960 \$533 \$1,150 \$1,440 \$1,800 \$900 \$1,700 \$2,000 \$2,4500	3 years limited onsite repair
System x3400	7973	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2017 41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$425 \$1,350 \$1,495 \$1,794 \$1,273 \$1,782 \$2,545 \$3,054 \$1,798 \$2,517 \$3,595 \$4,314	1 year limited onsite repair

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
System x3400	7974	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 year limited onsite repair
System x3400	7975	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2017 41L2737 30L9186 31L2722 69P9210 69P9211 69P9212 69P9213 69P9214 69P9215 69P9216 69P9217	\$425 \$1,350 \$1,495 \$1,794 \$1,273 \$1,782 \$2,545 \$3,054 \$1,798 \$2,517 \$3,595 \$4,314	1 year limited onsite repair
System x3400	7976	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 year limited onsite repair
System x3500	7977	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1,144 \$1,634 \$1,961 \$1,290 \$1,805 \$2,579 \$3,095	3 year limited onsite repair
System x3550	7978	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2072 21P2073 21P2074 69P9242 69P9243 69P9244 69P9245 69P9246 69P9247 69P9248 69P9249	\$350 \$450 \$540 \$435 \$609 \$870 \$1,044 \$645 \$903 \$1,290 \$1,548	3 year limited onsite repair
System x3650	7979	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 year limited onsite repair

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
System x3650	7980	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 year onsite repair 9x5 Next business day
BladeCenter HS20	7981	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
System x3455	7984	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year parts and labor with limited onsite repair
System x3655	7985	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 year limited onsite repair
Blade Center HS21	7995	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 year limited onsite repair
Blade Center HC10	7996	All Models	1 YR onsite repair 9x5x4 hour 1 YR onsite repair 24x7x4 hour 1 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	44T6083 44T6084 44T6085 44T6086 44T6087 44T6088 44T6089	\$60 \$80 \$175 \$200 \$400 \$450 \$700	3 year limited onsite repair

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
Netfinity 3000	8476	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years parts and labor Next business day response
xSeries 205	8480	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor Next business day response
xSeries 206	8482	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor with limited onsite repair**** Next business day response
xSeries 206m	8485	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9509 69P9510 69P9511 69P9512	\$180 \$348 \$399 \$479	1 year parts and labor with limited onsite repair
xSeries 100	8486	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	41W9315 41W9316 41W9317 41W9318	\$150 \$299 \$329 \$479	1 year parts and labor with limited onsite repair
xSeries 206	8487	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7057 40M7058 40M7059 40M7060 40M7061 40M7062 40M7063 40M7064 40M7065 40M7066 40M7067	\$179 \$229 \$275 \$267 \$449 \$529 \$725 \$507 \$719 \$829 \$1,175	3 years parts and labor Next business day response
eServer 226	8488	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7068 40M7069 40M7070 40M7071 40M7072 40M7073 40M7074 40M7075 40M7076 40M7077 40M7078	\$274 \$436 \$523 \$367 \$645 \$849 \$1,142 \$697 \$1,016 \$1,261 \$1,760	3 years parts and labor Next business day response
xSeries 306	8489	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7079 40M7080 40M7081 40M7082 40M7083 40M7084 40M7085 40M7086 40M7087 40M7088 40M7089	\$175 \$219 \$263 \$267 \$445 \$519 \$713 \$507 \$715 \$819 \$1,163	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
xSeries 206m	8490	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7057 40M7058 40M7059 40M7060 40M7061 40M7062 40M7063 40M7064 40M7065 40M7066 40M7067	\$179 \$229 \$275 \$267 \$449 \$529 \$725 \$507 \$719 \$829 \$1,175	3 years onsite repair/Next business day response
xSeries 306m	8491	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M7079 40M7080 40M7081 40M7082 40M7083 40M7084 40M7085 40M7086 40M7087 40M7088 40M7089	\$175 \$219 \$263 \$267 \$445 \$519 \$713 \$507 \$715 \$819 \$1,163	3 years limited onsite repair
xSeries 220	8646	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2021 21P2023 21P2022 21P2094 69P9234 69P9235 69P9236 69P9237 69P9238 69P9239 69P9240 69P9241	\$149 \$382 \$748 \$898 \$637 \$891 \$1,273 \$1,528 \$899 \$1,259 \$1,798 \$2,158	1 year onsite repair 9x5 NDB/ 2 year parts Next business day response
xSeries 225	8647	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	96P2248 96P2249 96P2250 96P2251	\$150 \$424 \$586 \$703	1 year parts and labor Next business day response
xSeries 226	8648	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	96P2248 96P2249 96P2250 96P2251	\$150 \$424 \$586 \$703	1 year parts and labor
xSeries 345	8670	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 years parts and labor Next business day response
xSeries 235	8671	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1,144 \$1,634 \$1,961 \$1,290 \$1,805 \$2,579 \$3,095	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
xSeries 335	8676	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2072 21P2073 21P2074 69P9242 69P9243 69P9244 69P9245 69P9246 69P9247 69P9248 69P9249	\$350 \$450 \$540 \$435 \$609 \$870 \$1,044 \$645 \$903 \$1,290 \$1,548	3 years parts and labor Next business day response
BladeCenter	8677	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years parts and labor Next business day response
BladeCenter HS20	8678	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
xSeries 255	8685	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2738 30L9187 31L2723 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$690 \$1,320 \$1,584 \$750 \$1,703 \$2,445 \$3,272 \$1,500 \$2,715 \$3,570 \$4,959	3 years parts and labor Next business day response
xSeries 360	8686	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$575 \$900 \$1,080 \$450 \$901 \$1,473 \$1,768 \$855 \$1,440 \$1,945 \$2,344	3 years parts and labor Next business day response
Blade Center T	8720	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$1,600	3 years parts and labor with limited onsite repair**** Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
Blade Center T	8730	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years parts and labor with limited onsite repair**** Next business day response
Blade Center HT	8740	All Models	3 YR IOR 24x7 4 hour 3 YR IOR 9x5 4 hour 3 YR IOR 24x7 2 hour 4 YR IOR 9x5 next day 4 YR IOR 9x5 4 hour 4 YR IOR 24x7 4 hour 4 YR IOR 24x7 2 hour 5 YR IOR 9x5 next day 5 YR IOR 9x5 4 hour 5 YR IOR 24x7 4 hour 5 YR IOR 24x7 2 hour	30L9185 41L2736 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$750 \$600 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years onsite repair 9x5 Next business day response
Blade Center HT	8750	All Models	3 YR IOR 24x7 4 hour 3 YR IOR 9x5 4 hour 3 YR IOR 24x7 2 hour 4 YR IOR 9x5 next day 4 YR IOR 9x5 4 hour 4 YR IOR 24x7 4 hour 4 YR IOR 24x7 2 hour 5 YR IOR 9x5 next day 5 YR IOR 9x5 4 hour 5 YR IOR 24x7 4 hour 5 YR IOR 24x7 2 hour	30L9185 41L2736 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$750 \$600 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,160	3 years onsite repair 9x5 Next business day response
BladeCenter HS20	8832	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
xSeries 382	8834	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 years parts and labor Next business day response
xSeries 306	8836	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year parts and labor with limited onsite repair**** Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
xSeries 336	8837	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2072 21P2073 21P2074 69P9242 69P9243 69P9244 69P9245 69P9246 69P9247 69P9248 69P9249	\$350 \$450 \$540 \$435 \$609 \$870 \$1,044 \$645 \$903 \$1,290 \$1,548	3 years parts and labor Next business day response
BladeCenter HS40	8839	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
xSeries 346	8840	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2077 21P2078 21P2093 69P9258 69P9259 69P9260 69P9261 69P9262 69P9263 69P9264 69P9265	\$450 \$600 \$720 \$537 \$751 \$1,073 \$1,288 \$773 \$1,290 \$1,545 \$1,854	3 years parts and labor Next business day response
xSeries 236	8841	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2083 21P2084 21P2085 69P9266 69P9267 69P9268 69P9269 69P9270 69P9271 69P9272 69P9273	\$515 \$689 \$827 \$817 \$1,144 \$1,634 \$1,961 \$1,290 \$1,805 \$2,579 \$3,095	3 years parts and labor Next business day response
BladeCenter JS20	8842	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
Blade Center HS20	8843	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
Blade Center JS21	8844	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years parts and labor Next business day response
eServer 326	8848	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year parts and labor with limited onsite repair**** Next business day response
xSeries 306m	8849	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	69P9505 69P9506 69P9507 69P9508	\$200 \$375 \$419 \$503	1 year parts and labor with limited onsite repair
Blade Center LS20	8850	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 year parts and labor with limited onsite repair**** Next business day response
Blade Center H	8852	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2736 30L9185 21P2065 69P9202 69P9203 69P9204 69P9205 69P9206 69P9207 69P9208 69P9209	\$600 \$750 \$900 \$638 \$893 \$1,275 \$1,530 \$900 \$1,260 \$1,800 \$2,60	3 years 9x5 onsite repair Next business day response
Blade Center HS21	8853	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	69P9517 69P9518 69P9519 69P9520 69P9521 69P9522 69P9523 69P9524 69P9525 69P9526 69P9527	\$279 \$400 \$480 \$267 \$575 \$720 \$864 \$450 \$850 \$1,020 \$1,224	3 years limited onsite repair
xSeries 455	8855	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2,500 \$3,390 \$4,068 \$2,280 \$5,453 \$6,640 \$7,968 \$4,320 \$8,082 \$9,531 \$11,437	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
xSeries 365	8862	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$575 \$900 \$1,080 \$450 \$901 \$1,473 \$1,768 \$855 \$1,440 \$1,945 \$2,344	3 years parts and labor Next business day response
System x 3850	8863	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$575 \$900 \$1,080 \$450 \$901 \$1,473 \$1,768 \$855 \$1,440 \$1,945 \$2,344	3 years limited onsite repair
xSeries 3850	8864	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$575 \$900 \$1,080 \$450 \$901 \$1,473 \$1,768 \$855 \$1,440 \$1,945 \$2,344	3 years limited onsite repair
xSeries 260	8865	All Models	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	30L9187 31L2723 41L2738 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1,320 \$1584 \$690 \$750 \$1,703 \$2,445 \$3,272 \$1,500 \$2,715 \$3,570 \$4,959	3 years Limited onsite repair
xSeries 3800	8866	All Models	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	30L9187 31L2723 41L2738 69P9218 69P9219 69P9220 69P9221 69P9222 69P9223 69P9224 69P9225	\$1,320 \$1584 \$690 \$750 \$1,703 \$2,445 \$3,272 \$1,500 \$2,715 \$3,570 \$4,959	3 years Limited onsite repair
System x3950	8870	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2,500 \$3,390 \$4,068 \$2,280 \$5,453 \$6,640 \$7,968 \$4,320 \$8,082 \$9,531 \$11,437	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
System x3950	8872	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2,500 \$3,390 \$4,068 \$2,280 \$5,453 \$6,640 \$7,968 \$4,320 \$8,082 \$9,531 \$11,437	3 years Limited onsite repair
System x3950 E	8874	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	10N3058 10N3059 10N3060 10N3061 10N3062 10N3063 10N3064 10N3065 10N3066 10N3067 10N3068	\$1,250 \$1,695 \$2,030 \$1,028 \$2,638 \$3,238 \$4,087 \$1,980 \$3,923 \$4,665 \$5,990	3 years Limited onsite repair
System x3755	8877	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2252 96P2253 96P2254 96P2255 96P2256 96P2257 96P2258 96P2259 96P2260 96P2261 96P2262	\$575 \$900 \$1,080 \$450 \$901 \$1,473 \$1,768 \$855 \$1,440 \$1,945 \$2,344	3 years limited onsite repair
xSeries 3950	8878	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2687 96P2688 96P2689 96P2690 96P2691 96P2692 96P2693 96P2694 96P2695 96P2696 96P2697	\$2,500 \$3,390 \$4,068 \$2,280 \$5,453 \$6,640 \$7,968 \$4,320 \$8,082 \$9,531 \$11,437	3 years Limited onsite repair
xSeries 3950	8879	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	10N3058 10N3059 10N3060 10N3061 10N3062 10N3063 10N3064 10N3065 10N3066 10N3067 10N3068	\$1,250 \$1,695 \$2,030 \$1,028 \$2,638 \$3,238 \$4,087 \$1,980 \$3,923 \$4,665 \$5,990	3 years Limited onsite repair
eServer OpenPower 710	9123	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	40M6836 40M6837 40M6838 40M6839 40M6840 40M6841 40M6842 40M6843 40M6844 40M6845 40M6846	\$468 \$900 \$1,440 \$505 \$1,105 \$1,658 \$2,350 \$942 \$1,654 \$2,312 \$3,135	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
eServer OpenPower 720	9124	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 4 YR onsite repair 24x7x2 hour 5 YR onsite repair 9x5/next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3591 38R3592 38R3593 38R3594 38R3595 38R3596 38R3597 38R3598 38R3599 38R3600 38R3601	\$684 \$1,368 \$2,160 \$758 \$1,634 \$2,510 \$3,525 \$2,681 \$2,454 \$3,496 \$4,702	3 years parts and labor Next business day response
IntelliStation Z Pro	9228	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 year limited onsite repair
IntelliStation M Pro	9229	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2735 41L2741 69P9164 69P9165 69P9166	\$199 \$249 \$179 \$442 \$518	3 year limited onsite repair

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IBM Server Clusters (Please note: Base model machine type ServicePac (i.e. 41E8810) must be purchased when selecting option ServicePac(s) coverage)						
e1350 Cluster (Base Model)	1410	25U 2RX 42U 42X 4RX	3 YR onsite repair 24x7x4 hour	41E8810	\$1,350	3 year onsite repair 9x5/next day
Switch Enclosure Option	'0445	015 016 021 HC6 HC7 HCA	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year onsite repair 9x5/next day
Spine Enclosure Option	'0445	002 012 HC3	3 YR onsite repair 24x7x4 hour	41E8826	\$700	3 year onsite repair 9x5/next day
Spine Line Card Option	'0445	003 013 019 020 HC4 HC8	3 YR onsite repair 24x7x4 hour	41E8827	\$800	3 year onsite repair 9x5/next day
Spine Thru Modules Option	'0445	004 014 HC5	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year onsite repair 9x5/next day
Switch Enclosure Option	'0445	001 011 HCB	3 YR onsite repair 24x7x4 hour	41E8825	\$700	3 year onsite repair 9x5/next day
Spine Thru Modules Option	'0445	'004	3 YR onsite repair 24x7x4 hour	41E8828	\$550	3 year onsite repair 9x5/next day
48 Port Terminal	'0448	011 HC4	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year onsite repair
48 Port Terminal	'0448	012 013 HC3	3 YR onsite repair 24x7x4 hour	41E8827	\$800	3 year onsite repair 9x5/next day
Ethernet Adapter 48 port	'0564	010 HC3	3 YR onsite repair 24x7x4 hour	41E8827	\$800	3 year onsite repair 9x5/next day
Switch Chassis Bundle Option	4667	001 010 011 012 013 016 022 023 024 HC3 HC4 HC7 HCA HCB HCC HCG	3 YR onsite repair 24x7x4 hour	41E8811	\$6,500	3 year onsite repair 9x5/next day
Line Card Option	4667	002 020 HC8	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year onsite repair 9x5/next day
Line Card Option	4667	003 021 HC9	3 YR onsite repair 24x7x4 hour	41E8813	\$2,800	3 year onsite repair 9x5/next day
Line Card Option	4667	004 014 HC5	3 YR onsite repair 24x7x4 hour	41E8814	\$7,000	3 year onsite repair 9x5/next day
Stackable Switch Option	4667	005 015 HC6	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year onsite repair 9x5/next day
E600/E1200 16port 10 Gig E Line card	4667	HCD	3 YR onsite repair 24x7x4 hour	44T5823	\$42,000	3 year onsite repair 9x5/next day
E300 8 port 10 Gig E Line card	4667	HCE	3 YR onsite repair 24x7x4 hour	44T5824	\$15,000	3 year onsite repair 9x5/next day
Force10 E600i Switch Enclosure Bundle	4667	HCF	3 YR onsite repair 24x7x4 hour	44T5825	\$27,000	3 year onsite repair 9x5/next day
SMC 8024L2 24-port	4668	016 HC5	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year onsite repair 9x5/next day
Switch Option	4668	015 HC3	3 YR onsite repair 24x7x4 hour	41E8815	\$1,200	3 year onsite repair 9x5/next day
Switch Option	4668	001	3 YR onsite repair 24x7x4 hour	41E8816	\$350	3 year onsite repair 9x5/next day
Switch Option	4668	002 012 HC4	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year onsite repair 9x5/next day
Option Chassis	4669	015 HC4	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year onsite repair 9x5/next day
Switch Option	4669	001	3 YR onsite repair 24x7x4 hour	41E8818	\$700	3 year onsite repair 9x5/next day
IB Switch Router Option	4669	002 012 021 HCA HCB	3 YR onsite repair 24x7x4 hour	41E8819	\$1,800	3 year onsite repair 9x5/next day
Fabric Switch Option	4669	003 013 HC3	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year onsite repair 9x5/next day
Line Card Option	4669	004 014	3 YR onsite repair 24x7x4 hour	41E8821	\$1,000	3 year onsite repair 9x5/next day

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Voltaire ISR 9096-9288 - sLB 24, 24 4X	4669	HC5	3 YR onsite repair 24x7x4 hour	44T5826	\$2,500	3 year onsite repair 9x5/next day
Voltaire 9024D 24-X DDR ports Bundle	4669	HC6	3 YR onsite repair 24x7x4 hour	44T5827	\$2,500	3 year onsite repair 9x5/next day
Voltaire 9024S 24-X DDR ports Bundle	4669	HC7	3 YR onsite repair 24x7x4 hour	44T5828	\$2,500	3 year onsite repair 9x5/next day
Cisco SFS 7012D, 7024D	4670	026 027 HCA HCB	3 YR onsite repair 24x7x4 hour	41E8811	\$6,500	3 year onsite repair 9x5/next day
Enclosure Bundle	4670	014 016 028 HC8 HCC025 HC9	3 YR onsite repair 24x7x4 hour	41E8812	\$2,500	3 year onsite repair 9x5/next day
Cisco SFS 7000D 24-port	4670		3 YR onsite repair 24x7x4 hour	41E8814	\$7,000	3 year onsite repair 9x5/next day
Enclosure Bundle	4670	013 020 030 HC5 HCE	3 YR onsite repair 24x7x4 hour	41E8817	\$1,200	3 year onsite repair 9x5/next day
e1350 Switch	4670	024 HC7	3 YR onsite repair 24x7x4 hour	41E8820	\$900	3 year onsite repair 9x5/next day
Line Card Option	4670	001 015 HC3	3 YR onsite repair 24x7x4 hour	41E8822	\$1,300	3 year onsite repair 9x5/next day
Cisco SFS 7012/7024	4670	029 031 HCD HCF	3 YR onsite repair 24x7x4 hour	44T5823	\$42,000	3 year onsite repair 9x5/next day
Enhanced Cisco 6509-E Chassis Bundle	4670	HC4	3 YR onsite repair 24x7x4 hour	44T5829	\$70,000	3 year onsite repair 9x5/next day
Enhanced Cisco 6503-E Chassis Bundle	4670	HC6	3 YR onsite repair 24x7x4 hour	44T5830	\$7,000	3 year onsite repair 9x5/next day
Cisco SFS 7000P24 Port IB Switch Bundle	4670	HC7	3 YR onsite repair 24x7x4 hour	44T5831	\$900	3 year onsite repair 9x5/next day
IB Switch Option	4671	001	3 YR onsite repair 24x7x4 hour	41E8823	\$1,800	3 year onsite repair 9x5/next day
IB Expansion Kit Option	4671	002	3 YR onsite repair 24x7x4 hour	41E8824	\$250	3 year onsite repair 9x5/next day

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IBM Server Peripherals (listed in ascending order by Machine Type) Only non-configured server peripherals are eligible for warranty service upgrades.						
Tape Enclosure	0034	B0X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2038 41L2756 41L2757 69P9275 69P9276	\$108 \$120 \$180 \$380 \$505	3 years parts and labor Next business day response
TotalStorage DS400	1700	1ES 1EX 1RS	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3764 38R3765 38R3766 38R3767 38R3768	\$2,634 \$3,041 \$4,564 \$5,635 \$8,455	1 year onsite repair 9x5 next day
TotalStorage DS400	1700	2ED 2EX 2RD	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3777 38R3778 38R3779 38R3780 38R3781	\$3,307 \$3,814 \$5,721 \$7,068 \$10,601	1 year onsite repair 9x5 next day
TotalStorage DS300	1701	1RL	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3790 38R3791 38R3792 38R3793 38R3794	\$609 \$709 \$1,063 \$1,307 \$1,961	1 year onsite repair 9x5 next day
TotalStorage DS300	1701	1ES 1RS	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3803 38R3804 38R3805 38R3806 38R3807	\$2,634 \$3,041 \$4,564 \$5,635 \$8,455	1 year onsite repair 9x5 next day
TotalStorage DS300	1701	2ED 2RD	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3816 38R3817 38R3818 38R3819 38R3820	\$3,219 \$3,715 \$5,572 \$6,880 \$10,320	1 year onsite repair 9x5 next day
DS4000 EXP100	1710	10G 10J 10U	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	14R1406 14R1407 14R1408 14R1409 14R1410	\$1392 \$2142 \$5892 \$5713 \$10714	3 years parts and labor Next business day response
DS4300 Storage Server	1722	60U 60G 60J 60K 60L 6LG 6LJ 6LU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2366 96P2368 96P2367 96P2370 96P2369	\$1749 \$2499 \$3749 \$5624 \$8437	3 years parts and labor Next business day response
Flat Panel Monitor Console Kit	1723	1NX 1RX 1UX 2NX 2UX 3RX 5RX HC1	3 YR onsite repair 9x5 4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7 2 hour 4 YR onsite repair 9x5 next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24X7x4 hour 4 YR onsite repair 24X7x2 hour 5 YR onsite repair 9x5 next day 5 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 Hour	29R4969 29R4970 29R4971 29R4972 29R4973 29R4974 29R4975 29R4976 29R4977 29R4978 29R4979	\$105 \$149 \$285 \$99 \$239 \$299 \$479 \$199 \$287 \$359 \$575	3 years onsite repair 9x5 next business day response
DS4100	1724	100 10G 10J	1 YR onsite repair 24x7x2 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	29R5533 29R5534 29R5535 29R5536 29R5537	\$1,710 \$7,438 \$13,016 \$14,875 \$24,174	1 year onsite repair 24x7x 4 hour response

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DS4100	1724	1SC 1SJ	1 YR onsite repair 24x7x2 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	39K2374 39K2375 39K2376 39K2377 39K2378	\$1,859 \$7,438 \$13,016 \$14,875 \$24,174	1 year onsite repair 24x7x 4 hour response
DS4100	1724	1XJ 1XP	1 YR onsite repair 24x7x2 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	39K2385 39K2386 39K2387 39K2388 39K2389	\$1,563 \$5,938 \$10,469 \$11,094 \$18,204	1 year onsite repair 24x7x 4 hour response
DS3200	1726	21E 21X 22E <u>22T</u> 22X HC2 <u>HC6</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	44J8067 44J8068 44J8069 44J8070 44J8071	\$750 \$1,100 \$2,800 \$3,700 \$6,700	3 years limited onsite repair
DS3400	1726	41E 41X 42E <u>42T</u> 42X HC4 <u>HC8</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	44J8072 44J8073 44J8074 44J8075 44J8076	\$850 \$1,300 \$3,000 \$4,550 \$7,850	3 years limited onsite repair
EXP3000	1727	01X <u>02T</u> HC1 <u>HC5</u>	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1,140 \$2,080 \$2,766	3 years limited onsite repair
EXP400	1733	1RU 1RX 2RX HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2044 41L2768 41L2769 69P9283 69P9284	\$684 \$760 \$1,140 \$2,080 \$2,766	3 years parts and labor Next business day response
NetBAY Local & Remote Console Manager	1735	1GX 1LX 2GX 2LX 3LX 4GX 4LX HC1 L04	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2036 41L2752 41L2753	\$54 \$60 \$90	3 years parts and labor Next business day response
NetBAY Local & Remote Console Manager	1735	R16	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2041 41L2762 41L2763 69P9278	\$270 \$300 \$450 \$940	3 years parts and labor Next business day response
DS4000 EXP700 Storage Expansion Unit	1740	1RU 710 71J 71G	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2044 41L2768 41L2769 69P9283	\$684 \$760 \$1,140 \$2,080	3 years parts and labor Next business day response
DS4400 Storage Server	1742	1RU	5 YR onsite repair 24x7x2 hour	69P9284	\$2,766	
DS4500 Storage Server	1742	90G 90U 90X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2061 96P2062 96P2063 96P2064 96P2065	\$978 \$1087 \$1630 \$2974 \$3,955	3 years parts and labor Next business day response
DS4000 Disk System	1812	81A 81H 81S 81T 8VA 8VH	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	10N3650 10N3651 10N3652 10N3653 10N3654	\$650 \$960 \$1,440 \$3,500 \$5,250	3 years parts and labor Next business day response

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DS4200 Disk System	1814	70A 70H 70S 70T 7VA 7VH	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	42V1553 42V1554 42V1555 42V1556 42V1557	\$1,750 \$2,500 \$3,750 \$8,064 \$12,096	3 Year Limited Onsite
DS4700 Disk System	1814	72A 72H 72S 72T	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	42V1564 42V1565 42V1566 42V1567 42V1568	\$2,100 \$3,000 \$4,500 \$9,882 \$14,823	3 Year Limited Onsite
DS4800 Disk System	1815	80A 80H 82A 82H	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41C5952 41C5953 41C5954 41C5955 41C5956	\$2,000 \$3,200 \$4,800 \$9,754 \$14,631	3 years onsite repair/Next business day response
DS4800 Disk System	1815	84A 84H	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41C5963 41C5964 41C5965 41C5966 41C5967	\$2,400 \$3,800 \$5,700 \$11,566 \$17,349	3 years onsite repair/Next business day response
DS4800 Disk System	1815	88A 88H	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 Hhur 5 YR onsite repair 24x7x2 hour	41W9078 41W9079 41W9080 41W9081 41W9082	\$3,810 \$6,030 \$9,045 \$18,354 \$27,531	3 years onsite repair/Next business day response
TotalStorage SAN Switch	2005	16B B16	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41E9142 41E9143 41E9144 41E9145 41E9146 41E9147	\$770 \$980 \$1,120 \$1,730 \$1,830 \$2,800	1 year onsite exch./ 9x5/Next business day response
TotalStorage SAN Switch	2005	32B B32	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C6044 41C6045 41C6046 41C6047	\$2,660 \$3,910 \$4,377 \$7,300	1 year onsite exch./ 9x5/Next business day response
TotalStorage SAN Switch	2005	H08	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5120 29R5121 29R5122 29R5123	\$1,063 \$1,332 \$1,487 \$2,474	1 year onsite exch./ 9x5/Next business day response
TotalStorage SAN Switch	2005	H16	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5128 29R5129 29R5130 29R5131	\$1,759 \$2,223 \$2,460 \$4,088	1 year onsite exch./ 9x5/Next business day response
TotalStorage SAN Switch	2005	B5K 5KB	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 9x5x4 hour 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8914 44J8915 44J8916 44J8917	\$2,260 \$3,325 \$3,720 \$6,205	1 year onsite exch./ 9x5/Next business day response
TotalStorage SAN Switch	2006	L10	3 YR onsite exch 9x5 next day 3 YR onsite exch 9x5x4 hour 3 YR onsite exch 24x7x4 hour 5 YR onsite exch 24x7x4 hour	38R3603 38R3604 38R3605 38R3606	\$379 \$519 \$569 \$999	1 year onsite exch 9x5 next day
SAN 12M-1 Entry Switch	2026	12E	3 YR onsite exch 9x5 next day 3 YR onsite exch 9x5x4 hour 3 YR onsite exch 24x7x4 hour 5 YR onsite exch 24x7x4 hour	39K2339 39K2340 39K2341 39K2342	\$1,383 \$1,732 \$2,019 \$3,774	1 Year Customer Replaceable Unit

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TotalStorage SAN Switch	2026	16E	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41E9154 41E9155 41E9156 41E9157 41E9158 41E9159	\$1,500 \$1,850 \$2,200 \$3,300 \$4,000 \$6,000	1 Year Customer Replaceable Unit
TotalStorage SAN Switch	2026	32E	3 YR onsite repair 9x5 next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41E9320 41E9166 41E9167 41E9168 41E9169 41E9170	\$2,550 \$2,775 \$3,300 \$4,950 \$6,000 \$9,000	1 year onsite exch 9x5 next day
SAN Cabinet	2109	C36	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2026 96P2027 96P2028 96P2029	\$614 \$1,075 \$1,152 \$1,872	1 year parts and labor 24x7x4 hour response
SAN Fibre Channel Switch	2109	F32	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2040 96P2041 96P2042 96P2043	\$5,760 \$10,080 \$10,800 \$17,550	1 year parts and labor 24x7x4 hour response
Tape Library	3361	4LX HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3059 38R3060 38R3061 38R3062 38R3063	\$549 \$759 \$911 \$1,769 \$2,123	3 year limited onsite repair
Tape Autoloader	3362	2LX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3059 38R3060 38R3061 38R3062 38R3063	\$549 \$759 \$911 \$1,769 \$2,123	3 year limited onsite repair
Rack/Storage Expansion Unit	3519	R01 HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	41L2744 41L2745	\$360 \$540	3 years parts and labor Next business day response
RAID Controller	3542	1RU 2RU	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2768 41L2769 21P2044 69P9283 69P9284	\$684 \$760 \$1,140 \$2,080 \$2,766	3 years parts and labor Next business day response
EXP 500 Storage Expansion Unit	3560	1RU	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2043 41L2766 41L2767 69P9281 69P9282	\$684 \$760 \$1,140 \$2,080 \$2,766	3 years parts and labor Next business day response
LTO Tape Library	3573	F3S <u>F4S</u> L2U <u>L32</u> L3S <u>L4S</u> <u>S32</u> <u>S4S</u>	3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	42V1345 42V1346 42V1347	\$750 \$1,000 \$2,815	3 YR Mandatory CRU
LTO Tape Library	3573	F3H <u>F4H</u> <u>L34</u> <u>L3H</u> <u>L4H</u> L4U <u>S34</u> <u>S4H</u>	3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x4 hour	42V1540 42V1541 42V1542	\$1,400 \$1,900 \$5,445	3 YR Limited Onsite
LTO Tape Drive	3580	H3L L3E	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44D4676 44D4677 44D4678	\$675 \$900 \$1,960	3 YR Limited Onsite

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LTO Tape Drive	3580	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2890 96P2891 96P2892	\$900 \$1,200 \$2,615	3 YR Limited Onsite
LTO Tape Drive	3580	L33 L3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	40M7507 40M7508 40M7509	\$900 \$1,200 \$2,615	3 YR Limited Onsite
LTO Tape Drive	3580	L43 L4X	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8922 44J8923 44J8924	\$765 \$1,020 \$2,225	3 YR Limited Onsite
LTO Tape Drive	3580	S43 S4X	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	44J8929 44J8930 44J8931	\$765 \$1,020 \$2,225	3 YR Limited Onsite
LTO Tape Drive	3581	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2897 96P2898 96P2899	\$1,035 \$1,380 \$3,007	3 YR Limited Onsite
LTO Tape Drive	3581	L28	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5164 29R5165 29R5166	\$690 \$919 \$4,084	3 YR Limited Onsite
LTO Tape Drive	3581	L3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C5599 41C5600 41C5601	\$750 \$919 \$4,084	3 YR Limited Onsite
LTO Tape Drive	3581	F28	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	29R5171 29R5172 29R5173	\$828 \$1,103 \$4,900	3 YR Limited Onsite
LTO Tape Drive	3581	F3H	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	41C5606 41C5607 41C5608	\$828 \$1,103 \$4,900	3 YR Limited Onsite
LTO Tape Drive	3582	L23	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 5 YR onsite exch. 24x7x4 hour	96P2904 96P2905 96P2906	\$1,984 \$2,875 \$6,323	3 YR Limited Onsite
LTO Autoloader	3623	2LX 2SX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3059 38R3060 38R3061 38R3062 38R3063	\$549 \$759 \$911 \$1,769 \$2,123	3 year onsite repair 9x5 next day
Tape Enclosure	4559	1UX 4UX HHX FHX	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$2,766	3 YR CRU Parts Only
SDLT/LTO Modular Tape Library	4560	SLX	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	21P2069 21P2070 21P2071 69P9289 69P9290	\$3,240 \$3,600 \$5,400 \$9,703 \$12,905	3 years parts and labor Next business day response
17"CRT Monitor	4938	7NU HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3111 10N3112	\$60 \$90 \$129 \$194	3 YR Mail Exchange/CCE

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
15" TFT Monitor	4942	15U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3113 10N3114	\$60 \$90 \$190 \$285	3 YR Mail Exchange/CCE
17" TFT Monitor	4943	17U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3115 10N3116	\$60 \$90 \$320 \$480	3 YR Mail Exchange/CCE
19" TFT Monitor	4944	19U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3117 10N3118	\$60 \$90 \$420 \$630	3 YR Mail Exchange/CCE
20" TFT Monitor	4945	20U HC1	3 YR onsite exch 9x5/next day 3 YR onsite exch 24x7x4 hour 4 YR onsite exch 9x5/next day 4 YR onsite exch 24x7x4 hour	10N3109 10N3110 10N3119 10N3120	\$60 \$90 \$129 \$194	3 YR Mail Exchange/CCE
NAS 100	5190	R12	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	96P2010 96P2011 96P2012 96P2013 96P2014 96P2015	\$340 \$678 \$830 \$2,118 \$1,823 \$3,389	3 YR Customer Carry-in Exchange (CCE)
System Storage SAN Switch	6918	10X	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	40M7079 40M7080 40M7081	\$175 \$219 \$263	3 YR IOR 9x5 Next Business Day
Tape Drive Enclosure	8765	1UX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$2,766	3 YR CRU Parts Only
Tape Drive Enclosure	8766	4UX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$2,766	3 YR CRU Parts Only
Tape Drive Enclosure	8767	HHX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$2,766	3 YR CRU Parts Only
Tape Drive Enclosure	8768	FHX HC1	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 3 YR onsite repair 9x5x4 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	41L2750 41L2751 21P2035 69P9274 69P9284	\$400 \$600 \$360 \$1,612 \$2,766	3 YR CRU Parts Only
Tape Autoloader	8769	1VX HC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour 5 YR onsite repair 24x7x2 hour	38R3059 38R3060 38R3061 38R3062 38R3063	\$549 \$759 \$911 \$1,769 \$2,123	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9306	110 200 250 420 421	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour	21P2039 41L2758 41L2759	\$151 \$168 \$255	3 years parts and labor Next business day response

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Rack/Storage Expansion Unit	9306	900	3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	41L2760 41L2761 69P9277	\$300 \$450 \$920	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9306	1RX 910 CPX RC2 RC4	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years parts and labor Next business day response
Rack/Storage Expansion Unit	9307	2RX 2SX 4BX 4EX 4RX 4SX 4XX EBX RRX RC1	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2040 41L2760 41L2761 69P9277	\$270 \$300 \$450 \$920	3 years parts and labor 9x5 Next business day response
Rack/Storage Expansion Unit	9308	42E 42P 42S 42X 4RX 4XX RC4	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 3 YR onsite repair 24x7x2 hour 5 YR onsite repair 24x7x4 hour	21P2041 41L2762 41L2763 69P9278	\$270 \$300 \$450 \$940	3 years parts and labor Next business day response

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
IBM Point of Sale (listed in ascending order by Machine Type)						
SureMark POS Printer	4610	DG3 DI3	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1886 54P1871 69P9023 69P9054 69P9079	\$60 \$82 \$123 \$243 \$331	1 year parts and labor Depot repair service
SureMark POS Printer	4610	DG4 DI4	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1887 54P1872 69P9024 69P9055 69P9080	\$81 \$110 \$154 \$307 \$416	1 year parts and labor Depot repair service
SureMark POS Printer	4610	DG8 DG9 DI8 DI9	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9048 69P9051 69P9024 69P9055 69P9080	\$72 \$98 \$154 \$307 \$416	1 year parts and labor Depot repair service
SureMark POS Printer	4610	DM6 TF6 TF7	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 54P1875 69P9027 69P9058 69P9083	\$37 \$50 \$97 \$155 \$209	1 year parts and labor Depot repair service
SureMark POS Printer	4610	TG3 TI3	3 YR onsite repair 24x7x4 hour	69P9087	\$257	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TG4 TI4	3 YR onsite repair 24x7x4 hour	69P9088	\$318	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610		3 YR onsite repair 24x7x4 hour	69P9084	\$164	1 year onsite repair
TN43S Thermal Printer	4610	TN4IF6 TM6 TM7	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response
8Q1846 T03W/O IMPA	4610	T03	3 YR onsite repair 24x7x4 hour	69P9094	\$172	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TS3	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TS4	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year parts and labor Onsite 24x7 same day response
SureMark POS Printer	4610	TG8 TG9 TI8 TI9	3 YR onsite repair 24x7x4 hour	69P9079	\$331	1 year parts and labor Onsite 24x7 same day response
SureOne	4614	P81	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7	54P1890 40M7001 69P9074 40M7029	\$37 \$149 \$637 \$1,000	1 year parts and labor Depot repair service

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SurePOS 300	4810	32H 33H E3H W2H	3 YR onsite repair 24x7x4 hour	69P9103	\$350	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	32C	3 YR onsite repair 24x7x4 hour	69P9079	\$331	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	320 330	3 YR onsite repair 24x7x4 hour	69P9108	\$288	1 year parts and labor Onsite 24x7 same day response
SurePOS 300	4810	310	3 YR onsite repair 24x7x4 hour	69P9141	\$250	1 year parts and labor Onsite 24x7 same day response
SurePOS 300 RPQ's	4810	31C	3 YR onsite repair 24x7x4 hour	69P9142	\$307	1 year parts and labor Onsite 24x7 same day response
SurePOS 300 RPQ's	4810	31H	3 YR onsite repair 24x7x4 hour	69P9143	\$322	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel Display	4820	1GD 1WD	3 YR onsite repair 24x7x4 hour	69P9093	\$368	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel Display	4820	2GD 2WD	3 YR onsite repair 24x7x4 hour	69P9142	\$307	1 year onsite repair
SurePoint Flat Panel Display	4820	2GB 2WB	3 YR onsite repair 24x7x4 hour	69P9095	\$391	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel Display	4820	2G5	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1880 54P1865 69P9061 69P9099	\$98 \$132 \$366 \$497	1 year parts and labor Depot repair service
SurePoint Flat Panel Display	4820	10D 1FR	3 YR onsite repair 24x7x4 hour	69P9109	\$225	1 year parts and labor Onsite 24x7 same day response
SurePOS Flat Panel Display	4820	1FD	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9053 69P9032 69P9063 69P9108	\$51 \$70 \$136 \$212 \$288	1 year parts and labor Depot repair service
SurePoint Flat Panel	4820	5G5	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	40M6999 40M7001 40M7002 40M7003	\$120 \$149 \$459 \$579	1 year parts and labor Onsite 24x7 same day response

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SurePoint Flat Panel	4820	42D	3 YR onsite repair 24x7x4 hour	69P9101	\$409	1 year parts and labor Onsite 24x7 same day response
SurePoint Flat Panel	4820	4FD	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9048 69P9051 69P9030 69P9061 69P9099	\$72 \$98 \$181 \$366 \$497	1 year parts and labor Depot repair service
Dist Bundled Solution	4820	D6T D8T 48T 42T 46R 46T	3 YR onsite repair 24x7x4 hour	69P9097	\$440	1 year parts and labor Onsite 24x7 same day response
ANYPLACE KIOSK	4836	1Z2 1Z5 1ZV	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
ANYPLACE KIOSK	4836	132 135 13V	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9038 69P9061 40M7003	\$37 \$98 343 \$366 \$579	1 year parts and labor Depot repair service
ANYPLACE KIOSK	4838	1Z2 1Z5 1Z7 1ZV EZ2 EZ5 EZ7 W2Z W5Z W7Z	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
ANYPLACE KIOSK	4838	132 135 137 13V E32 E35 E37 W2D W5D W7D	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9038 69P9061 40M7003	\$37 \$98 343 \$366 \$579	1 year parts and labor Depot repair service
SurePOS	4840	E43 W33 W43 W53	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9051 69P9062 69P9135	\$51 \$98 \$467 \$745	1 year parts and labor Depot repair service
SurePOS	4840	E6Z W6Z	3 YR onsite repair 24x7x4 hour	69P9112	\$686	1 year onsite repair
SurePOS	4840	E4Z W3Z W4Z W5Z	3 YR onsite repair 24x7x4 hour	69P9100	\$631	1 year onsite repair
SurePOS	4840	E63 W63	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 69P9051 69P9064 69P9127	\$51 \$98 \$545 \$799	1 year parts and labor Depot repair service
SurePOS	4840	532	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1878 54P1863 69P9041 69P9072 69P9127	\$93 \$126 \$382 \$591 \$799	1 year parts and labor Depot repair service
SurePOS 500	4840	533 543 553 563	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9X5 next day 3 YR onsite repair 24X7x4 hour	69P9050 69P9051 69P9064 69P9135	\$51 \$98 \$545 \$745	1 year EZS 1 year EZS 1 year EZS 1 year EZS
SurePOS 500	4840	52I 53Z 54Z 55Z	3 YR onsite repair 24x7x4 hour	69P9111	\$670	1 Year IOR
SurePOS 500	4840	56Z	3 YR onsite repair 24x7x4 hour	69P9122	\$710	1 Year IOR

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SurePOS	4840	542 552	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1912 54P1865 69P9036 69P9073 69P9128	\$97 \$132 \$415 \$637 \$863	1 year parts and labor Depot repair service
SurePOS 500	4840	5Z4 EZ4	3 YR onsite repair 24x7x4 hour	69P9096	\$509	1 year onsite repair
SurePOS 500	4840	544 E44	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	69P9050 54P1872 40M7002 40M7003	\$51 \$110 \$459 \$579	1 year depot repair
SurePOS 542 Admin	4840	54R	3 YR onsite repair 24x7x4 hour	69P9135	\$745	1 year parts and labor Onsite 24x7 same day response
SurePOS 552 Admin	4840	55R 64R 65R	3 YR onsite repair 24x7x4 hour	69P9136	\$745	1 year parts and labor Onsite 24x7 same day response
SurePOS	4840	573 W73	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1886 40M7027 40M7028 69P9068 40M7029	\$60 \$185 \$500 \$688 \$1,000	1 year parts and labor Depot repair service
SurePOS	4840	57Z W7Z	3 YR onsite repair 24X7	69P9113	\$849	1 year onsite repair
SurePOS	4840	622	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR depot repair 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1912 54P1865 69P9039 69P9076 69P9131	\$97 \$132 \$377 \$585 \$793	1 year parts and labor Depot repair service
SurePOS 500	4846	545 E45 565 E65	1 YR onsite repair 9x5/next day 1 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5/next day 3 YR onsite repair 24x7x4 hour	54P1890 69P9051 69P9061 69P9096	\$37 \$98 \$366 \$509	1 year parts and labor Depot repair service
SurePOS 500	4846	54Z E4Z 56Z E6Z	3 YR onsite repair 24x7x4 hour	69P9099	\$497	1 year onsite repair
SurePOS 500	4851	E1Z Z14	3 YR onsite repair 9x5/next day	69P9072	\$591	1 year onsite repair
SurePOS 500	4851	514 E14	1 Year onsite repair 9x5/next day 1 Year onsite repair 24x7x4 hour 3 Year depot repair 3 Year onsite repair 24x7x4 hour	54P1890 69P9051 69P9037 69P9134	\$37 \$98 \$450 \$686	1 year parts and labor Depot repair service
SurePOS 300	4910	32H 33D 33S	3 YR onsite repair 24X7	69P9122	\$710	1 year onsite repair
SurePOS 300	4910	32S	3 Year onsite repair 24x7x4 hour	69P9100	\$631	1 year onsite repair
SurePOS 500	4940	532	3 YR onsite repair 24X7	69P9113	\$849	1 year onsite repair
SurePOS 500	4951	514	3 YR onsite repair 24x7x4 hour	69P9110	\$774	1 year onsite repair

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IBM ServicePac - Warranty Service Upgrade Supported Products List

PLEASE NOTE: The following IBM ServicePacs are only valid for IBM machines sold prior to 5/1/2005

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
IBM Mobile Products (listed in ascending order by Machine Type) Port Replicators, UltraBase X2 Media Slice and external accessory drives, external keyboards, external mice, and external displays are not included with ServicePac coverage on ThinkPads. ThinkPad Dock and external displays may be covered via separate ServicePacs for their respective IBM machine types.						
ThinkPad R50	1830	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R50p	1832	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R52	1847	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	1 year parts and labor Depot repair service
ThinkPad R52	1858	All Models	1 YR onsite repair 9x5/next day 2 YR depot repair 2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9188 30L9191 30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$49 \$99 \$197 \$132 \$243 \$249 \$399 \$349 \$549	1 year parts and labor Depot repair service
ThinkPad R52	1860	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 year parts and labor Depot repair service
ThinkPad T43	1871	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 year parts and labor/Depot repair service/Mandatory Tier 1 customer replaceable unit
ThinkPad T43	1876	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 year parts and labor/Depot repair service/Mandatory Tier 1 customer replaceable unit
ThinkPad R52	1958	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 year parts and labor/Depot repair service/Mandatory Tier 1 customer replaceable unit
ThinkPad T30	2366	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
Thinkpad X40	2371	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad T40, T40p, T41, T41p, T42	2373	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad T42	2378	All Models	1 YR onsite repair 9x5/next day 2 YR depot repair 2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9188 30L9191 30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$49 \$99 \$197 \$132 \$243 \$249 \$399 \$349 \$549	1 year parts and labor Depot repair service
ThinkPad T40, T41	2379	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X40	2382	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X40	2386	All Models	1 YR onsite repair 9x5/next day 2 YR depot repair 2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9188 30L9191 30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$49 \$99 \$197 \$132 \$243 \$249 \$399 \$349 \$549	1 years parts and labor Depot repair service
ThinkPad G40	2389	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
Thinkpad X41	2525	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
Thinkpad X41	2527	All Models	1 YR onsite repair 9x5/next day 2 YR depot repair 2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9188 30L9191 30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$49 \$99 \$197 \$132 \$243 \$249 \$399 \$349 \$549	1 year parts and labor/Depot repair service/Mandatory Tier 1 customer replaceable unit

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price	Base Warranty
Thinkpad X41	2528	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 year parts and labor/Depot repair service/Mandatory Tier 1 customer replaceable unit
ThinkPad T20, T21, T22, T23	2647	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R31	2657	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X20, X21, X22, X23, X24	2662	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad T43	2668	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X30, X31	2672	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R40	2682	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
Express ThinkPad T43 & T43p	2687	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R40	2723	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X31	2884	All Models	1 YR onsite repair 9x5/next day 2 YR depot repair 2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9188 30L9191 30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$49 \$99 \$197 \$132 \$243 \$249 \$399 \$349 \$549	1 year parts and labor Depot repair service

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ThinkPad G41	2882	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad X31	2885	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service
ThinkPad R51	2888	All Models	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair 4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	30L9190 30L9197 69P9199 69P9198 69P9201 69P9200	\$98 \$119 \$110 \$299 \$220 \$449	3 years parts and labor Depot repair service

IBM Desktops (listed in ascending order by Machine Type)						
PC300GL	6268	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	3 years parts / 1 year labor Second business day response
NetVista A20	6270	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	3 years parts / 1 year labor Second business day response
NetVista A20i	6280	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
PC300GL	6282	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	3 years parts / 1 year labor Second business day response
PC300PL	6565	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	41L2734 41L2740	\$129 \$159	3 years parts and labor Next business day response
NetVista A40, A40p	6578	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A40, A40p	6579	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista M41	6790	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista M41	6792	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista M41	6794	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
PC300PL	6862	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	3 years parts / 1 year labor Second business day response
ThinkCentre A50	8084	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR IOR 9x5 Next BD M-F 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 YR onsite repair/ Next business day response
ThinkCentre S50	8086	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 YR Limited Onsite
ThinkCentre S50	8089	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 YR Limited Onsite

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ThinkCentre M51	8141	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 YR Limited Onsite
ThinkCentre M51	8143	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 YR Limited Onsite
ThinkCentre A50	8147	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR IOR 9x5 Next BD M-F 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 YR onsite repair/ 9x5 Next business day response
ThinkCentre A50	8149	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR IOR 9x5 Next BD M-F 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 YR onsite repair/ 9x5 Next business day response
ThinkCentre S51	8171	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 YR Limited Onsite
ThinkCentre A50	8177	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	3 YR Parts/1 year labor
ThinkCentre S50	8183	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour 3 YR onsite repair 9x5 next day 4 YR onsite repair 9x5 next day	41L2734 41L2740 69P9162 69P9163 38R2997 38R2998	\$129 \$159 \$250 \$293 \$35 \$124	3 year parts and labor with limited onsite repair**** Next business day response
ThinkCentre M50	8185	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
ThinkCentre M50	8187	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
ThinkCentre M50	8189	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
ThinkCentre A30	8191	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	3 years parts / 1 year labor Second business day response
ThinkCentre A50p	8193	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	3 years parts / 1 year labor Second business day response

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ThinkCentre A50p	8194	All Models	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	3 years parts / 1 year labor Second business day response
NetVista M42	8303	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista M42	8305	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day respons
NetVista M42	8307	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista S42	8317	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista S42	8319	All Models	3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour 4 YR onsite repair 9x5/next day 4 YR onsite repair 9x5x4 hour 4 YR onsite repair 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response

IBM Monitors (listed in ascending order by Machine Type)						
Think Vision L190p	2704	HB7	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 Hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 Hour	30L9179 30L9183 69P9188 69P9189	\$60 \$90 \$420 \$630	3 years Mail Exchange / Carry-in Exchange(CCE)
E54	6331	07N 47N 4CN 67N A2N B2N M2N N2N	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9170 69P9171	\$60 \$90 \$119 \$179	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
E74	6332	01N 02N 03N 03S 0HN 4CN 4HN 91N 92N 93N J1N J3S UHN	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9172 69P9173	\$60 \$90 \$129 \$194	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
E74M	6517	07N 47N 67N 6LN 97N	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9172 69P9173	\$60 \$90 \$129 \$194	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision L150, L150p	6636	AB1 AC1 AK1 AW1 HB1 HK1	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9182 69P9183	\$60 \$90 \$190 \$285	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision L170, L170p	6734	AB0 AC0 AK0 HB0 HK0 LB1	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9184 69P9185	\$60 \$90 \$320 \$480	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
C220p	6735	60N	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9180 69P9181	\$60 \$90 \$149 \$224	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision L200p	6736	HB0 HC9	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9188 69P9189	\$60 \$90 \$420 \$630	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision C170	6737	66N	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9172 69P9173	\$60 \$90 \$129 \$194	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision C190	6739	60N	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9178 69P9179	\$60 \$90 \$139 \$209	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
L180p	9180	HB9	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9186 69P9187	\$60 \$90 \$320 \$480	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision L190	9329	AB9	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9186 69P9187	\$60 \$90 \$320 \$480	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
ThinkVision 191p	9419	HB7	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 Hour	30L9179 30L9183 69P9188 69P9189	\$60 \$90 \$420 \$630	3 years Mail Exchange / Customer Carry-in Exchange (CCE)
T220	9503	DG0 DG1 DG2 DG3 DG4 DG5	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour	21P2089 21P2090	\$900 \$1,350	3 years customer Mail-in Exchange
TFT	9512	AB0 AB1 AW0 AW1 HB0 HW0	3 YR onsite exch. 9x5/next day 3 YR onsite exch. 24x7x4 hour 4 YR onsite exch. 9x5/next day 4 YR onsite exch. 24x7x4 hour	30L9179 30L9183 69P9182 69P9183	\$60 \$90 \$190 \$285	3 years Mail Exchange / Customer Carry-in Exchange (CCE)

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