

IBM PC US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

IBM ServicePac for Warranty and Maintenance Options

With IBM ServicePac for Warranty and Maintenance Options, you can upgrade the service included with your hardware's original warranty. Choose the right package with the service response time that's right for you, with coverage for parts and labor.

We provide a range of service levels based on your specific product type. Choose the level that best meets your service need. Service must be purchased during the original product warranty period, and your service term begins concurrent with the product warranty.

IBM ServicePac services are:

- Easy to use
- Affordable
- Available in convenient configurations

Service options meet your needs

To select the ServicePac that's right for you, from the table below simply...

1. Select the Machine Name, Type and Model Number that matches the system for which you'd like to upgrade the warranty service
2. Choose the Service Level* that meets your service needs
3. Contact your IBM Business Partner to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC300	6344	10U 20U 22U 2EU 31U 33U 4EU 52U 60U 6EU 70U 7EU 81U 82U BBF	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
	6345	10U 20U 2EU 31U 33U 4EU 50U 53U 60U 6EU 70U 7EU 81U 82U		41L2732	\$229	
PC300GL	6268	16U 43U 44U 56U 57U 58U 70U 71U 72U 73U AAA AAJ AGA AGJ AKA AKJ APA APJ ARA ARJ CAJ CGA CGJ CKA CKJ CPA CPJ CRA CRJ DE0 EAA EAJ ECA ECJ EGA EGJ EKA EKJ EPA EPJ ERA ERJ MDA MDJ MHA MHJ MEA MEJ MQA MQJ NDA NDJ NEA NEJ NHA NHJ NQA NQJ	3 YR onsite 9x5/next day	30L9199	\$109	Second business day response

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty	
PC300GL	6275	10U 11U 12U 20U 21U 22U 25U 40U 44U 50U 55U 56U 57U 60U 66U 70U 73U 74U 75U 80U 83U 90U 94U 95U B1U B2U B4U B7U B9U BAA BAC BAD BAJ BBA BBJ BJA BJJ BKA BKJ BSA BSJ BTA BTJ CCA CCC CCD CCJ CLA CLJ CUA CUJ CZA CZJ D8A D8J DCA DCC DCD DCJ DLA DLJ DUA DUJ DZA DZJ E8A E8J E9A E9J EUA EUJ EWA EWJ EZA EZJ F1U F2A F2I F5A F5I FLA FLH FLI FYA FYI FZA FZH FZI G2A G2I G3U G5A G5I G8U G9U GLA GLI GYA GYI GZA GZI H1U JLA JLJ JLK JZA JZJ JZK LAA LAJ LAY LCA LCJ LJA LJJ LLA LLJ LSA LSJ LUA LUJ M2U MAA MAJ MCA MCJ MJA MJJ MLA MLJ MSA MSJ MUA MUJ NJA NJJ NLA NLJ NZA NZJ R1U R3U R4U R5U VJK WCK WLK XAK YAK YSK ZAK ZSK	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor	
			3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only	
			3 YR onsite 9x5/next day	30L9199	\$109	Second business day response	
	6277	27U 35U 51U 55U 5DU 70U 71U 72U 73U 7DU 7EU 7HU 7KU 87U 88U 8JU 8KU 98U 9JU 9KU					
	6278	S1U S2U S3U S4U S5U S6U S7U S8U S9U SAU SBU SCU SDU SEU SHU					
	6282	30U 32U 34U 38U 44U 46U 54U 58U 62U 63U 66U 69U 73U 74U 75U 78U 82U 83U 86U 87U BA1 BA2 BA3 BAA BAI BAJ BAR BAS BAT BAZ BB1 BB2 BB3 BBA BBI BBJ BBR BBS BBT BBZ BC1 BC2 BC3 BCA BCI BCJ BCR BCS BCT BCZ BJ1 BJ8 BJ9 BJA BJI BJJ BJR BJS BJT BJZ BK1 BK8 BK9 BKA BKI BKJ BKR BKS BKT BKZ BL1 BL8 BL9 BLA BLI BLJ BLR BLS BLT BLZ C31 C39 C3T C3Z CA1 CA2 CA3 CAA CAI CAJ CAR CAS CAT CAZ CB1 CB2 CB3 CBA CBI CBJ CBR CBS CBT CBZ CC1 CC2 CC3 CCA CCI CCJ CCR CCS CCT CCZ CJ1 CJ8 CJ9 CJA CJI CJJ CJR CJS CJT CJZ CK1 CK8 CK9 CKA CKI CKJ CKR CKS CKT CKZ CL1 CL8 CL9 CLA CLI CLJ CLR CLS CLT CLZ CT1 CT9 CTT CTZ D31 D39 D3T D3Z DK1 DK8 DK9 DKS DKT DKZ DL1 DL9 DLT DLZ DT1 DT9 DTT DTZ DU1 DU8 DU9 DUS DUZ EK1 EK8 EK9 EKS EKT EKZ ELS ET8 ET9 ETS ETZ EU1 EU8 EU9 EUS EUZ G6U G7U JK1 JK9 JKT JKZ JL1 JL9 JLT JLZ LK1 LK9 LKZ WBR WKR X39 XK9 XL9 XT9 Y39 YK9 YL9 YT9					
	6284	10U 12U					

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC300GL	6285	10U 11U 13U 20U 21U 40U 50U 56U 60U 66U 70U 75U 80U 90U A3U BAA BAC BAD BAJ BBA BBJ BJA BJJ BKA BKJ BSA BSJ BTA BTJ CCA CCC CCD CCJ CLA CLJ CUA CUJ CZA CZJ D8A D8J DCA DCC DCD DCJ DLA DLJ DUA DUJ DZA DZJ E8A E8J E9A E9J EUA EUJ EWA EWJ EZA EZJ F2A F2I F5A F5I FYA FYI FZA FZI G1U G2A G2I G5A G5I G9U GYA GYI GZA GZI H9U J4U LAA LAJ LCA LCJ LJA LJJ LLA LLJ LSA LSJ LUA LUJ MAA MAJ MCA MCJ MJA MJJ MLA MLJ MSA MSJ MUA MUJ NLA NLJ NZA NZJ WCK WLK XAK YAK YSK ZAK ZSK	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
			3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only
			3 YR onsite 9x5/next day	30L9199	\$109	Second business day response
	6287	20U 22U 30U 32U 40U 41U 4AU 4BU 5AU 5BU 60U 61U 69U 7BU 7CU 80U 85U 86U 90U 91U 92U 95U 96U 97U 9AU 9FU 9GU AAA AAJ ACA ACJ AJA AJJ ALA ALJ BAA BAJ BCA BCJ BJA BJJ BLA BLJ CCA CCJ CLA CLJ DCA DCJ DLA DLJ DUA DUJ DVA DVJ ECA ECJ ELA ELJ EUA EUJ EVA EVJ FAA FAJ FCA FCJ FJA FJJ FLA FLJ GAA GAJ GCA GCJ GJA GJJ GLA GLJ HCA HCM HGA HGM HLA HLM HVA HVM JCA JCM JGA JGM JLA JLM JVA JVM KGA KGM KLA KLM KVA KVM NLM PLM RLM TAT TLT UAT ULT VCT VLT WLT XLT XUT YAT YLT ZAT ZLT				
	6288	10U 11U 15U 16U 17U 30U 31U 35U 36U 37U 39U 40U 41U 44U 45U 46U 47U 48U 49U 50U 51U 53U 56U 57U 58U 70U 71U 73U 74U 75U 79U 7BU 7CU AAA AAJ ADA ADJ AEA AEJ AGA AGJ AKA AKJ APA APJ ARA ARJ CAA CAJ CDA CDJ CEA CEJ CGA CGJ CKA CKJ CPA CPJ CRA CRJ EAA EAJ ECA ECJ EDA EDJ EEA EEJ EGA EGJ EKA EKJ EPA EPJ ERA ERJ MDA MDJ MEA MEJ MHA MHJ MQA MQJ PAF PAJ PGF PGJ RAF RAJ RGF RGJ TAF TAJ TGF TGJ				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC300GL	6561	10U 11U 13U 20U 22U 30U 32U 34U 35U 38U 40U 42U 50U 53U 54U 60U AAA AAJ AAK ABA ABJ ABK AJA AJJ AJK AKA AKJ AKK BAA BAJ BAK BBA BBJ BBK BCA BCJ BCK BJA BJJ BJK BKA BKJ BKK BLA BLJ BLK BSA BSJ BSK BTA BTJ BTK BUA BUJ BUK CJA CJC CJD CJJ CJK CKA CKJ CKK CLA CLJ CLK CSA CSJ CSK CTA CTJ CTK CUA CUJ CUK DLA DLC DLD DLJ DLK DUA DUJ DUK EAA EAC EAD EAJ EAK EBA EBJ EBK EJA EJJ EJK EKA EKJ EKK FAA FAC FAD FAJ FAK FBA FBJ FBK FJA FJJ FJK FKA FKJ FKK LT1 VBK VKK WAK WBK WJK WKK XAK XBK XCK XJK XKK XLK XSK XTK XUK YJK YKK YLK YSK YTK YUK ZBK ZKK	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
			3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only
			3 YR onsite 9x5/next day	30L9199	\$109	Second business day response
	6563	20U 22U 23U 40U 42U 43U 44U 45U 47U 60U 62U 63U 64U 65U 68U 69U 70U 71U 80U 82U 83U 84U 85U 86U 87U 88U 8AU 8BU 8CU 8DU 90U 93U 94U 95U 96U 99U 9CU 9DU 9EU 9FU A1U A2U A5U A6U AAA AAJ ABA ABJ B1U B2U BAA BAJ BBA BBJ BCA BCJ BDA BDJ BEA BEJ BFA BFJ BGA BGJ BHA BHJ C2U CWU EAA EAJ ECA ECJ EDA EDJ EFA EFJ EHA EHJ EJA EJJ FAA FAM FCA FCM FDA FDM FFA FFM FHA FHM FJA FJM FMA FMM FNA FNM FPA FPM FQA FRA FRM FTA FTM FUA FUM GAA GAM GCA GCM GDA GDM GFM GHA GHM GJA GJM GMA GMM GNA GNM GPA GPM GQA GQM GRA GRM GTA GTM GUA GUM HDA HDM HFA HFM HGA HHA HHM HJA HJM HMA HMN HNA HNM HPA HPM HQA HQM HRA HRM HTA HTM HUA HUM JNA JNM JOA JPA JPM JQA JQM JRA JRM JUA JUM JVA JVM Q6U UAJ UBJ UFJ VAJ VBJ VEJ VFJ VGH VGJ VHJ				
	6564	P1U P2U P3U R2U R3U S1U S2U S3U S4U S5U S6U S7U S8U SAU SBU SDU SEU SHU SJU SLU SMU SNU SQU SRU STU SUU SXU SYU T3U T4U				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC300GL	6574	20U 23U 28U 40U 45U 47U 60U 61U 62U 70U 80U 82U 83U 90U 91U 92U 99U A1U A2U A3U A4U AAA AAJ ABA ABJ BAA BAJ BBA BBJ BCA BCJ BDA BDJ BEA BEJ BFA BFJ BGA BGJ BHA BHJ EAA EAJ ECA ECJ EDA EDJ EFA EFJ EHA EHJ EJA EJJ FAM FCA FCM FDA FDM FFA FFM FHA FHM FJA FJM FMA FMN FNA FNM FPA FPM FQA FQM FRA FRM FTA FTM FTN FUA FUM FVA FVM GAA GAM GCA GCM GDA GDM GFA GFM GHA GHM GJA GJM GMA GMN GNA GNM GPA GPM GQA GQM GRA GRM GTA GTM GUA GUM GVA GVM HDA HDM HFA HFM HHA HHM HJA HJM HMA HMN HNA HNM HPA HPM HQA HQM HRA HRM HTA HTM HTN HUA HUM HVA HVM JNA JNM JPA JPM JQA JQM JRA JRM JUA JUM JVA JVM M1U M2U M3U UAJ UBJ VAJ VBJ VCJ VDJ VEJ VFJ VGJ VHJ	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
	6591	15U 20U 22U 30U 34U 40U 50U 54U 60U 76U BAA BAJ BAK BBA BBJ BBK BCA BCJ BCK BJA BJJ BJK BKA BKJ BKK BLA BLJ BLK BSA BSJ BSK BTA BTJ BTK BUA BUJ BUK CJA CJC CJD CJJ CJK CKA CKJ CKK CLA CLJ CLK CSA CSJ CSK CTA CTJ CTK CUA CUJ CUK DLA DLC DLD DLJ DLK DUA DUJ DUK EAA EAC EAD EAJ EAK EBA EBJ EBK EJA EJJ EJK EKA EKJ EKK FAA FAC FAD FAJ FAK FBA FBJ FBK FJA FJJ FJK FKA FKJ FKK VBK VKK XAK XBK XCK XJK XKK XLK XSK XTK XUK YJK YKK YLK YSK YTK YUK ZBK ZKK	3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only
PC300PL	6562	34U 36U 38U 460 46U 50U 52U 54U 84U 86U 88U AAA AAJ ABA ABJ ACA ACJ ADA ADJ AJA AJJ AKA AKJ ALA ALJ AMA AMJ BAA BAJ BBA BBJ BCA BCJ BDA BDJ BJA BJJ BKA BKJ BLA BLJ BMA BMJ CAA CAJ CBA CBJ CCA CCJ CDA CDJ CEA CEJ CJA CJJ CKA CKJ CLA CLJ CMA CMJ CNA CNJ CSA CSJ CTA CTJ CUA CUJ CVA CVJ CWA CWJ	3 YR onsite 9x5/next day	30L9199	\$109	Second business day response
	6592	12U 16U 50U 84U 86U AAA AAJ ABA ABJ ACA ACJ ADA ADJ AJA AJJ AKA AKJ ALA ALJ AMA AMJ CAA CAJ CBA CBJ CCA CCJ CDA CDJ CEA CEJ CJA CJJ CKA CKJ CLA CLJ CMA CMJ CNA CNJ CSA CSJ CTA CTJ CUA CUJ CVA CVJ CWA CWJ				

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PC300PL	6862	11U 12U 14U 16U 18U 22U 23U 24U 27U 29U 34U 36U 37U 41U 52U 80U 82U 83U 84U 85U 88U 90U A5U AAA AAJ ABA ACU AG9 AJA AJJ AKA AKJ BAA BAJ BBA BBJ BBU BJA BJJ BKA BKJ C0U C1U CAA CAJ CBA CBJ CJA CJJ CKA CKJ CMU CP1 CTA CTJ D1U D2U D3S DAA DAJ DJA DJJ DQA DQJ DSA DSJ DXA DXJ E3SEAA EAJ EJJ EJU EMA EMJ EQA EQJ ESA ESJ EXA EXJ EYA EYJ F4S FLA FLJ FMA FMJ FQA FQJ FXA FXJ FYA FYJ G7A G7N G9U GAA GAN GCU GEA GEN GFN GGN GLA GLN GQA GQN H7A H7N HAA HAN HEA HEN HFN HGN HLA HLN HQA HQN K7U M7A M7N MAA MAN MC1 MJU MKU MLA MLN MQA MQN N0U N1U N2U N4U N5U N6U N7A N7N N8U N9U NAA NAN NCU NE1 NLA NLN NQA NQN P8U PAA PAN PEA PEN PFA PFN PLA PLN PMU PQA PQN PW6 PW8 PW9 PWU Q4U Q5U Q6U Q7U Q8U QAA QAN QEA QEN QLA QLN QQA QQN RAA RAN REA REN RFN RGN RLA RLN RQA RQN RSN RYA S1U S2U S3U S4U S5U S7U S9U SAA SAN SEA SEN SFN SGN SLA SLN SQA SQN T3U T4U T5U TAU TBU U2U U3U U7U U8U U9U UAN ULN UQN V1U V2U V4U V5U V6U V7U VAA VAB VAC VAD VAG VAH VAJ VAK VAN VBU VCU VLN VQN W1U W2U W3U W4U W5U W6U W7U W8U WAJ XAJ Y6U YCJ YLJ ZCJ ZLJ	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
	6892	12U 14U 16U 20U 27U 47U 79U 80U 81U 82U 83U 89U 95U AAA AAJ ABA ABJ AJA AJJ AKA AKJ BAA BAJ BBA BBJ BJA BJJ BKA BKJ CAA CAJ CBA CBJ CJA CJJ CKA CKJ CTA CTJ D3S D8A D8J DAA DAJ DJA DJJ DQA DQJ DSA DSJ DXA DXJ E3S EAA EAJ EJA EJJ EMA EMJ EQA EQJ ESA ESJ EXA EXJ EYA EYJ F4S FLA FLJ FMA FMJ FQA FQJ FXA FXJ FYA FYJ G7A G7N GAA GAN GEA GEN GFA GFN GLA GLN GQA GQN H5U H6U H7A H7N H7U HAA HAN HEA HEN HFA HFN HLA HLN HQA HQN N2U N4U N8U N9U P8U PAA PEA PEN PFA PFN PLA PLN PNN PQA PQN RAA RAN REA REN RLA RLN RQA RQN S2U TXU U2U UAN ULN UQN VAE VAF VAL VAM VAN VLN VQN W3U WAJ XAJ YCJ YLJ ZCJ ZLJ	3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only
PC300XL	6588	10U 120 12U 150 15U 200 300 41U 42U 43U 510 51U 53U 610 61U AAA AAB AAJ AAL ABA ABB ABJ ABL ADA ADB ADJ ADL AJA AJB AJJ AJL AKA AKB AKJ AKL ALA ALB ALJ ALL BAA BAB BAJ BAL BBA BBB BBJ BBL BDA BDB BDJ BDL BJA BJB BJJ BJL BKA BKB BKJ BKL BLA BLB BLJ BLL CAA CAB CAJ CAL CBA CBB CBJ CBL CJA CJB CJJ CJL CKA CKB CKJ CKL	3 YR onsite 24x7x4 hour	31L2724	\$299	Year 1 parts and labor
		3 YR onsite 9x5x4 hour	41L2732	\$229	Years 2 & 3 parts only	
		3 YR onsite 9x5/next day	30L9199	\$109	Second business day response	

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC300PL	6565	40U 43U 44U 60U 63U 64U 65U 66U 67U 80U 84U 85U 86U 87U 88U 89U 90U 92U 93U 94U 95U 96U 97U 98U 9CU 9DU AAA AAH AAJ AAK ABA ABH ABJ ABK ACA ACH ACJ ACK ADA ADH ADJ ADK AEA AEH AEJ AEK AFA AFH AFJ AFK AGA AGH AGJ AGK AHA AHH AHJ AHK E1U E2U E5U E6U EAA EAH EAJ EAK ECA ECH ECK EDA EDH EDJ EDK EFA EFH EFJ EFK EHA EHH EIJ EHK EJA EJJ EJK F1U F2U FAA FAH FAL FAM FCA FCH FCL FCM FDA FDH FDL FDM FFA FFH FFL FFM FHA FHH FHL FHM FJA FJH FJL FJM G1U G2U G2G GAA GAH GAL GAM GCA GCH GCL GCM GDA GDH GDL GDM GFA GFH GFL GFM GHA GHH GHL GHM GJA GJH GJL GJM HDA HDH HDL HDM HFA HFH HFL HFM HHA HHH HHL HHM HJA HJH HJL HJM HKA HKH HKL HKM HLA HLH HLL HLM JKA JKH JKL JKM JLA JLH JLL JLM P2U P3U P4U P5U W1U W2U W3U W4U W5U W6U	3 YR onsite 24x7x4 hour	41L2740	\$159	3 years parts and labor
			3 YR onsite 9x5x4 hour	41L2734	\$129	Next business day response
	6584	02U 03U 04U 40U 41U 42U 43U 44U 45U 46U 47U 50U 61U 62U 80U 82U 83U 84U 85U 90U 94U 95U 98U 99U A1U A2U A3U A4U A5U FBA FBH FBJ FBK FDA FDH FDJ FDK GBA GBH GBJ GBK GDA GDH GDJ GDK HBA HBH HBJ HBK HDA HDH HDJ HDK JBA JBH JBJ JBK JDA JDH JDJ JDK KBA KBH KBJ KBK KDA KDH KDJ KDK LBA LBH LBJ LDA LDJ LDK MBA MBH MBJ MBK MDA MDH MDJ MDK NBA NBH NBJ NBK NDA NDH NDJ NDK				
	6594	02U 03U 04U 40U 42U 43U 45U 46U 47U 50U 61U 62U 80U 82U 90U 92U A3U B1U FBA FBH FBJ FBK FDA FDH FDJ FDK GBA GBH GBJ GBK GDA GDH GDJ GDK MBA MBH MBJ MBK MDA MDH MDJ				
PC300	6560	10U 17A 19M 19T 40U 44U 50U 52U 66U 70U 79M 79T	3 YR onsite 24x7x4 hour	30L9204	\$229	3 years parts and labor
PC330	6571	K3B K4FL0A L3B L4F L4G L5B L5C L5F L5K W0A W4F W5F W5G W5K	3 YR onsite 9x5/next day	30L9201	\$109	Year 1 onsite, next business day response Years 2 & 3 customer carry-in
	6573	L0A L5F L5K W0A W5F W5K				
	6575	14F 15F 15H 1U0				
	6576	20E 25F 26F 30U 35F 35H 36H 37H 37T 45F 45H 47H 50U 50E 55F 55H 57H 57T 59H 59T 70U 76U 79H 79T 90U 99H 99T RBU				
	6577	50U 55F 55T 59J 59T 70U 79J 79T 7AT KBT				
PC730	6875	34F 34G 44F 44G				
	6876	34F 34G 44F 44G				
	6877	KAA KAC KAE KAG KAN KAR VAA VAC VAE VAG VAN VAR				

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
PC350	6581	7AT K3B K3F K4F KNF L0A L3B L4F L5B L5C L5F L5G L5K W0A W4F W5F W5G W5K WRF WRK	3 YR onsite 24x7x4 hour	30L9205	\$299	3 years parts and labor
	6585	14F 15F 15H 15J	3 YR onsite 9x5/next day	30L9203	\$180	Year 1 onsite, next business day response Years 2 & 3 customer carry-in
	6586	20E 25F 26F 30U 35F 35H 36H 37H 37T 3RF 45F 45H 45K 47H 50E 50U 55F 55H 57H 57T 59H 59T 5SH 5XH 70U 76H 79H 79T 7XH 90U 99H 99T 9XH				
	6587	50U 59T 70U 79T 7AJ 7AT 7NX 7ZT 90U 9AJ 9AT 9BT 9ZT FCA FDA FLA FMA GAV K0U KBT KSX L0U LBV				
PC360	6598	CFK CXJ CXK CXX FFK				
PC365	6589	10U 11U 12U 13U 14U 15U 17U 18U				
PC750	6885	35H 35J 45H 45J 45M 48M 4CH 4CJ 4RM 55H 55J 68H 78H 7EH P5H P5M P8M PCH PRM R5H R8H T8H TEH				
	6886	35H 35J 3CH 3CJ 45H 45J 45M 48M 4CH 4CJ 4RM 55H 55J 5CH 5CJ 68H 6EH 78H 7EH P5H P8H PCH RCH T8H TEH				
	6887	6AA 6AC 6AE 6AG 6AN 6AR 81A 81E 81N 86B 86F 86P 9AD 9AH 9AS EAA FAA HAA KAA KAC KAE KAG KAN KAR KBA KBE KBN KCC KCG KCR KFA KFE KFN MAC MAG MAR VAA VAC VAE VAG VAN VAR VBA VBE VBN VCC VCG VCR XAC XAG XAR Y1E YFA YFE YFN YPA YPE YPN				

***Service Levels**

24 x 7 x 4 Hour

A service technician is scheduled to arrive at your location within 4 hours after remote problem determination is completed. Service is provided around the clock every day, including IBM holidays.

9 x 5 x 4 Hour

A service technician is scheduled to arrive at your location within 4 hours after remote problem determination is completed. Service hours are 8 a.m. to 5 p.m. local time, Monday through Friday, excluding IBM holidays.

9 x 5/Next business day

A service technician is scheduled to arrive at your location on the business day after we receive your call. Service hours are 8 a.m. to 5 p.m. local time, Monday through Friday, excluding IBM holidays.

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Limitations of service

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 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, you 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 you 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. Visit <http://www.ibm.com/services/its/us/source/wamomxeu.pdf> for complete details.

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, customer must provide 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.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner.***