

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

### Warranty Service Upgrade Overview

- Provides repair or exchange services of your IBM equipment.
- Choose from a variety of service options, with coverage for parts and labor, so you can select the package with the response time that fits your needs.
- Options available are based on specific product. See supported product listing found later in this document.
- Service is only available for machines released and purchased in the United States. Special Bid machines are not eligible.
- 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 you 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.
- Service must be purchased with the product or at any time during the original product warranty period.
  - ✓Service cannot be prorated, refunded or transferred.
- ServicePac MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/services/servicepac/us>
- Before making your purchase decision, please read the “Limitations of Service” statement for important details.

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit [ibm.com](http://www.ibm.com), or contact your IBM Business Partner.

### Which service coverage is right for me?

- If your IBM machine is out of warranty, OR you have an existing warranty service upgrade (WSU) or maintenance agreement that is about to expire, then post-warranty maintenance (MA ServicePac) is right for you. For details, visit [http://www-1.ibm.com/services/its/us/details2\\_spwmain.html](http://www-1.ibm.com/services/its/us/details2_spwmain.html).
- If your IBM machine is still within its original warranty period, then you can upgrade your service with a ServicePac® WSU. For more information and to purchase this offering, visit [http://www-1.ibm.com/services/its/us/details\\_spwmain.html](http://www-1.ibm.com/services/its/us/details_spwmain.html).
- Service is only available for machines released and purchased in the United States. Special Bid machines are not eligible.

### 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	List Price** *	Base Warranty
<b>IBM Desktop Systems</b> (listed in ascending order by Machine Type)						
PC300GL	6268	16U 43U 44U 56U 57U 58U 70U 71U 72U 73U	3 YR onsite repair 9x5/next day	30L9199	\$99	Year 1 parts and labor
		AAA AAJ AGA AGJ AKA AKJ APA APJ ARA ARJ	3 YR onsite repair 9x5x4 hour	41L2732	\$229	
		CAJ CGA CGJ CKA CKJ CPA CPJ CRA CRJ DE0	3 YR onsite repair 24x7x4 hour	31L2724	\$299	
		EAA EAJ ECA ECJ EGA EGJ EKA EKJ EPA EPJ				
ERA ERJ MDA MDJ MEA MEJ MHA MHJ MQA MQJ						Years 2 & 3 parts only
		NDA NDJ NEA NEJ NHA NHJ NQA NQJ				Second business day response

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

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
PC300GL	6275	10U 11U 12F 12U 20U 21U 22U 25U 40U 44U 50U 54U 55U 56U 57U 59U 60U 64U 66U 68F 68U 70U 73U 74U 75U 80U 83U 90U 94U 95U 999 BIU B2U B4U B6U 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 G4U G5A G5I G8U G9U GLA GLI GYA GYI GZA GZI HIU JLA JLJ JLK JZA JZJ JZK L4U L5U 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 NZK RIU R3U R4U R5U VJK WCK WLK XAK YAK YSK ZAK ZSK	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	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
		27U 34U 35U 51U 55U 5DU 5FU 70U 71U 72U 73U 7DU 7EU 7HU 7KU 87U 88U 8JU 8KU 98U 9JU 9KU				
		S1U S2U S3U S4U S5U S6U S7U S8U S9U SAU SBU SCU SDU SEU SHU				
PC300GL	6278	S1U S2U S3U S4U S5U S6U S7U S8U S9U SAU SBU SCU SDU SEU SHU	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	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
		24F 24U 30F 30U 32U 34U 38U 44U 46U 54U 56F 56U 58U 62U 63U 66U 69F 69U 73F 73U 74U 75U 78U 82U 83U 86F 86U 87U 999 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 CJJ CJK CKR 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				
PC300GL	6284	10U 12U				
PC300GL	6285	10U 11U 13U 20U 21U 40U 50U 56U 57U 60U 66U 67U 70U 73U 75U 80U 90U A3U BAA BAC BAD BAJ BBA BBJ BJA BJJ BKA BKJ BSA BSJ BTA BTJ CSU C7U CCA CCC CCD CCJ CLA CLJ CUA CUJ CZA CZJ D8A D8J DCA DCC DCD DCJ DHB DHZ DIA DLA DLJ DUA DUJ DZA DZJ E8A E8J E9A E9J EUA EUJ EWA EWJ EZA EZJ F2A F2I F2U F5A F5I FYA FYI FZA FZI GIU G2A G2I G5A G5I G9U GYA GYI GZA GZI H2U H4U H5U H7U H8U H9U HBU ISU J1U J2U J4U JEU 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				

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

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
<b>PC300GL</b>	<b>6287</b>	20U 22U 30U 32U 40U 41U 4AU 4BU 54U 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				
<b>PC300GL</b>	<b>6288</b>	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				
<b>PC300</b>	<b>6344</b>	10U 20U 22U 2EU 31U 33U 4EU 52U 60U 6EU 70U 7EU 81U 82U BBF	3 YR onsite repair 9x5/next day 3 YR onsite repair 9x5x4 hour	30L9199 41L2732	\$99 \$229	Year 1 parts and labor
<b>PC300</b>	<b>6345</b>	10U 20U 2EU 31U 33U 4EU 50U 53U 60U 6EU 70U 7EU 81U 82U	3 YR onsite repair 24x7x4 hour	31L2724	\$299	Years 2 & 3 parts only Second business day response

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PC300GL	6561	10U 11U 13F 13U 20U 22U 30U 32F 32U 34F 34U 35F 35U 38U 40U 42U 50U 53F 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 S3F S3U S4F S4U 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 repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
PC300PL	6562	34F 34U 36U 38U 460 46F 46U 50F 50U 52U 54F 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				
PC300GL	6563	20U 22U 23U 40U 42U 43U 44U 45U 47U 50U 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 BIU 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 Q2U Q3U Q6U T8U T9U UAJ UBJ UFJ VAJ VBJ VEJ VFJ VGH VGJ VHJ				
PC300GL	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				
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 AMU DEU E1U E2U ESU E6U EAA EAH EAJ EAK ECA ECH ECK EDA EDH EDJ EDK EFA EFH EFJ EFK EHA EHH EHJ 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 G2G G2U 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 P7U Q9U UB2 W1U W2U W3U W4U W5U W6U	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

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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 Q2U UAJ UBJ VAJ VBJ VDJ VED VEF VEG VGH	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	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
PC300PL	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 O2U O3U O4U	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
PC300XL	6588	10U 120 12F 12U 150 15U 200 20F 20U 300 30F 30U 41U 42F 42U 43U 510 51F 51U 53F 53U 610 61F 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 repair 9x5/next day 3 YR onsite repair 9x5x4 hour 3 YR onsite repair 24x7x4 hour	30L9199 41L2732 31L2724	\$99 \$229 \$299	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
PC300GL	6591	10U 15F 15U 20U 22U 30U 34F 34U 40U 50U 54F 54U 60U 76F 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 S1U S8U S9U SPU VBK VKK XAK XBK XCK XJK XKK XLK XSK XTK XUK YJK YKK YLK YSK YTK YUK ZBK ZKK				
PC300PL	6592	12F 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				
PC300PL	6594	40U 42U 43U 45U 46U 47U 50U 61U 62U 80U 82U 90U 92U A3U B1U C1U C2U CCU CGU CSU DE1 FBA FBH FBJ FBK FDA FDH FDJ FDK GBA GBH GBJ GBK GDA GDH GDJ GDK J8U LRW MBA MBH MBJ MBK MDA MDH MDJ MDK NBA NBH NBJ NBK NDA NDH NDJ NDK O2U O3U O4U Q1U Q2U UN4 UN5	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

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Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price** *	Base Warranty
PC300PL	6862	11U 12F 12U 13F 13U 14F 14U 16U 18F 18U 20U 22F 22U 23U 24F 24U 26F 26U 27F 27U 29U 30U 34U 36U 37U 38U 41U 52U 80U 82U 83U 84U 85U 88U 90U 9RR A5U AAA AAJ ABA ABJ ACU AG2 AG6 AG9 AJA AJJ AKA AKJ B8U BAA BAJ BBA BBJ BBU BD6 BJA BJJ BKA BKJ C0U C1U CAA CAJ CBA CBJ CJA CJJ CKA CKJ CMU CP1 CP2 CTA CTJ D1U D2U D3S DAA DAJ DJA DJJ DQA DQJ DSA DSJ DXA DXJ E3S EAA EAJ EE2 EJA EJJ EJU EMA EMJ EQA EQJ ESA ESJ EXA EXJ EYA EYJ F4S FLA FLJ FMA FMJ FPA FQA FQJ FXA FXJ FYA FYJ G3U G4U G7A G7N G9U GAA GAN GCU GEA GEN GFN GGN GLA GLN GQA GQN H7A H7N HAA HAN HEA HEN HFN HGN HLA HLN HPA HQA HQN K2U K5U K6U K7U K8U K9U KGU L6U M1U M6U M7A M7N MAA MAN MC1 MJU MKU MLA MLN MQA MQN N0U N1U N2U N3U 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 PW5 PW6 PW8 PW9 PWU Q2U Q4U Q5U Q6U Q7U Q8U Q9U QAA QAN QEA QEN QLA QLN QQA QQN R5U R6U 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 V30 V4U V5U V6U V7U V8U VAA VAB VAC VAD VAG VAH VAJ VAK VAN VAU VBU VCU VLN VQN W1U W2U W3U W4U W5U W6U W7U W8U WAJ XAJ Y3U Y6U Y7U YCJ YLC YLJ ZCJ ZLJ	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	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response
		12U 14F 14U 16F 16U 20F 20U 26U 27U 45F 45U 47U 79U 80U 81U 82U 83U 84U 89U 95U A2U A6U A9U AAA AAJ ABA ABJ AJA AJJ AKA AKJ AS1 B2U BAA BAJ BBA BBJ BD1 BD2 BD4 BD5 BD6 BJA BJJ BKA BKJ C3U C4U C5U C6U CAA CAJ CBA CBJ CJA CJJ CKA CKJ CTA CTJ D3S D8A D8J DAA DAJ DE1 DE2 DE3 DE4 DJA DJJ DQA DQJ DSA DSJ DXA DXJ E3S E71 EAA EAJ EJA EJJ EMA EMJ ENA EPA EPJ EQA EQJ ESA ESJ EXA EXJ EYA EYJ F4S FLA FLJ FMA FMJ FNA FNJ FQA FQJ FXA FXJ FYA FYJ G7A G7N GAA GAN GEA GEN GFA GFN GLA GLN GMI GQA GQN GRU GWP GY1 H1U H5U H6U H7A H7N H7U HAA HAN HBN HEA HEN HFA HFN HLA HLN HNN HPA HQA HQN IUA IUJ IVH IXI IYH IYJ J1U J2U J3U JFH JYG JYJ K1U K2U L10 LM3 LM4 LM6 M2U M3U M4U MXI N2U N3U N4U N8U N9U NC8 NC9 NRU P2U P3U P4U P5U P8U PAA PBN PEA PEN PFA PFN PGU PLA PLN PNN PNP PQA PQN Q1U Q2U Q3U RAA RAN REA REN RLA RLN RQA RQN S2U S8U S9U T5U T6U TXU U2U UAN ULN UN1 UN2 UN3 UQN V1U V3U V4U V7U V8U V9U VAE VAF VAL VAM VAN VBU VLN VQN W3U W6U W7U W8U W9U WAJ XAJ Y3U Y4U Y6U Y7U YCJ YLJ ZCJ ZLJ	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	Year 1 parts and labor  Years 2 & 3 parts only  Second business day response

**Service Response Time**

24x7x2 hour	A service technician is scheduled to arrive at your location within two hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
24x7x4 hour	A service technician is scheduled to arrive at your location within four hours after remote problem determination is completed. We provide service around the clock, every day, including IBM holidays.
9x5x4 hour	A service technician is scheduled to arrive at your location within four business hours after remote problem determination is completed. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays. If after 1:00 p.m. it is determined that onsite service is required, you can expect the service technician to arrive the morning of the following business day. For 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 location on the business day after we receive your call, following remote problem determination. We provide service from 8:00 a.m. to 5:00 p.m. in your local time zone, Monday through Friday, excluding IBM holidays.

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

### Service Levels

IBM onsite repair (IOR)	A service technician will come to your location for equipment repair.
EasyServ depot repair	A courier will pick up your equipment and deliver it to our depot repair center. Our objective is to repair it within 12 hours of arrival (ThinkPads) or 5 business days (Point of Sale equipment). ThinkPads arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.
IBM onsite exchange (IOE)	<p><i>For IBM monitors and server peripherals:</i> A service technician will come to your location with a replacement machine and perform the equipment exchange.</p> <p><i>For IBM printers:</i> A courier will deliver a replacement machine to you in exchange for your failed machine, and a service technician will arrive to uninstall the failed machine and install the replacement 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. In addition, the service technician will handle all return shipping responsibilities. All shipping and handling is paid for by IBM.</p>
EasyServ exchange	A courier will deliver a replacement machine to you in exchange for your 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.

### 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 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.

### 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

To purchase an IBM Warranty Service Upgrade, call toll free 1-888-SHOP-IBM, visit [ibm.com](http://ibm.com), or contact your IBM Business Partner.