

NetVista 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	Group	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty		
IBM Desktop Systems †									
NetVista A40i	2251	T2U TAU TEU VAU	C1	3 YR 9x5/next day 3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	30L9199	\$99	Year 1 parts and labor		
NetVista A20	6266	DDU E2U E3U E4U EAU EBU EEU F2U F3U FFU GGU GHU H4U HBU M6U M8U M9U N3U N4U P2U P6U P8U PKU Q6U QAU VJU			41L2732	\$229	31L2724	\$299	Years 2 & 3 parts only
						69P9158	\$198		
						69P9159	\$350		
						69P9160	\$433		
NetVista A20	6269	20U 30U 40U 50U 60U 70U 80U A6U AAB ABA ABB ADU AFU AGU BAA BAB BBA BBB C1U C2U CAA CAB CBA CBB D1U D2U E1U E2U F1U F2U F3U FAA FAB FBA FBB G2U GAA GAB GBA GBB H1U H2U H6U H7U HCU HDU J2U J4U K1U K2U KAA KAB KBA KBB L1U L2U LAA LAB LBA LBB M1U M2U MAU MBU MCU N1U N2U N4U P1U P3U P4U RAU RBU S4U SAU U6U UDU UP5 UP6 UP7 UP8 UPS V3U V4U VDU	C1	3 YR 9x5/next day 3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	30L9199	\$99	Year 1 parts and labor		
NetVista A20	6270	BAB BAJ D2U E2U E3U E4U F2U F5U H2U H7U HHU HSU M2U M4U N2U N3U N4U P2U P7U PHU Q9U S2U S4U S6U SDU SEU T2U T3U T4U T5U T7U T9U TDU TEU			41L2732	\$229	31L2724	\$299	Years 2 & 3 parts only
						69P9158	\$198		
						69P9159	\$350		
						69P9160	\$433		
NetVista A21	6339	16U 24U 26U 41U 56U 57U 64U 81U B5U B8U CH1 KAU KDU KEU KGU KHU KPU KTU MPU NSU	C1	3 YR 9x5/next day 3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	30L9199	\$99	Year 1 parts and labor		
NetVista A21	6341	20U 27U 41U 58U 64U 81U 83U B7U CAU D1U D3U K6U K7U KAU KBU KDU KEU KFU KGU MEU			41L2732	\$229	31L2724	\$299	Years 2 & 3 parts only
						69P9158	\$198		
						69P9159	\$350		
NetVista A21	6342	25U 46U 54U 62U B3U KBU KBU KRU				69P9160	\$433		
NetVista A22p	6343	13U CTO KAU KEU KGU M1U M2U M3U					Second business day response		

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NetVista A22p	6349	11U 17U KGU KSU	C1	3 YR 9x5/next day	30L9199	\$99	Year 1 parts and labor
NetVista A22p	6350	11U 12U 13U 15U 21U 22U 25U 26U 31U 33U 35U 36U 37U 3CU 51U 61U 91U CAU CBU CCU CDU K4U K9U KGU KTU		3 YR 9x5x4 hour	41L2732	\$229	
				3 YR 24x7x4 hour	31L2724	\$299	Years 2 & 3 parts only
				4 YR 9x5/next day	69P9158	\$198	
				4 YR 9x5x4 hour	69P9159	\$350	Second business day response
				4 YR 24x7x4 hour	69P9160	\$433	
NetVista X40	6643	11U 12U 13U 14U 21U 22U 23U 24U 31U 32U 33U 34U BDU	C1	3 YR 9x5/next day	30L9199	\$99	Year 1 parts and labor
NetVista S40	6645	BBB N3U P1U W1U W2U W4U W6U		3 YR 9x5x4 hour	41L2732	\$229	
NetVista A22p	6823	11U 12U 21U 22U 31U 3CU 91U CAU CBU CCU CDU K2U K3U		3 YR 24x7x4 hour	31L2724	\$299	Years 2 & 3 parts only
NetVista A22p	6825	11U 12U 21U 22U 24U 31U 32U CEU KAU		4 YR 9x5/next day	69P9158	\$198	
NetVista A40	6831	EAU GAU GBU KAU TAU VAU VBU		4 YR 9x5x4 hour	69P9159	\$350	Second business day response
			4 YR 24x7x4 hour	69P9160	\$433		

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NetVista A30, A30p	8310	14U, 1AU, 1BU, 26U, 27U, 28U, 29U, 36U, 37U, 38U, 39U, 3AU, 47U	C1	3 YR 9x5/next day 3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	30L9199 41L2732 31L2724 69P9158 69P9159 69P9160	\$99 \$229 \$299 \$198 \$350 \$433	Year 1 parts and labor Years 2 & 3 parts only Second business day response
NetVista A40, A40p	6058	KHU KUU KWU PAU PBU RAU RBU TAU TBU THU	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour	41L2734 41L2740	\$129 \$159	3 years parts and labor Next business day response
NetVista X41	6274	10U 11U 12U 13U 14U 15U 16U 17U 18U 1TU 21U 22U CVU F19 F20 KAU KBU KCU KFU KGU KNU KNU MFF MGU MKU MQU MSU	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A20i	6280	13U 17U 20U 35U 36U B1U B3U					
NetVista A21	6347	27U K3U KAU KCU KDU KGU KHU KJU KNU MBU					
NetVista A40, A40p	6578	A2U A3U A5U AAA AAB AAD AAE ABA ABB ABD ABE ACA ACB ACD ACE BIU BAA BAB BAD BAE BBA BBB BBD BBE BCA BCB BCD BCE BDA BDB BDD BDE BE1 BEA BEB BED BEE BFA BFB BFD BFE BGU BLU BNU BPU CAA CAB CAD CAE CBA CBB CBD CBE CCA CCB CCD CCE CDA CDB CDD CDE CEA CEB CED CEE CFA CFB CFD CFE CL1 CM1 CTO D5U DEU DGU DHU E2U E3U E4A E4D E4E E4G E4L E4P E4R E4T E4U E4W E6U E7U ETU EVU F2U F3U F4U F5U F6U F7U FBU FCU FDU FEU FFU FHU FLU FMU FSU FZU G2U G3U G4U G5U G6U G7U GJU GKU GLU GMC GMU GNC GUU GVV GYU H8U JKU JMU JQU JRU JZU K2U K3U K4U K5U K6U K8U KAG KAU KBU KCU KDU KEU KFU KGU KHU KJU KNU KLU KNU KPU KXU L1U L2U L6U L7U LAU LBU LCU LDU LLU LMU LSU LTU LUU LVU LYU M1U M2U M5U MBU MCU MDU MEU MJU MMU MPU MS1 MS2 MSU MWU MYU MZU N1U N5U NAU NBU NCU NDU NFU NJU NKU NPU NSU NWU NYU P1U P2U PAU PBU PCU PDU Q4U Q5U Q6U Q7U Q8U Q9U QEU QFU R1U R2U RAA RAC RAD RAF RAU RBA RBC RBD RBF RBU RCA RCC RCD RCF RCU RDA RDC RDD RDF RDU REA REC RED REF REU RFA RFC RFD RFF RFU T2U TAU TBU TCU TFU TGU THU UN6 WM2 WM7 WM8 WU4 WU5 Y17	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response

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NetVista A40, A40p	6579	A2U A3U A4U A5U A6U ACD ACF ADD ADF BCD BCF BDD BDF BED BEF BFD BFF CCD CCF CDD CDF CED CEF CFD CFF DCU E5U F3U F4U FJU FMU FPU FRU FTU FUU GFU KMU KTU L1U LAU LBU MAU MRU N1U N2U N3U N5U N8U N9U NAU NBU NCU NDU NKU NLU NVU NWU P0U P1U P2U P3U P4U P5U P7U PCU PDU POU Q4U R1U RAU RBU RCD RCF RDD RDF RED REF RFD RFF RJU RKU T2U TAU TCU TDU TKU VHU WF1 WF2	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response	
NetVista S40P	6646	Q1U	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response	
NetVista A40, A40p	6648	CTO D2U D3U D4U D5U D6U D7U D8U D9U E2U E3U E4U E5U E6U F2U F3U FAU FC1 FC5 FSU K9U KCU KDU KNU K5U LAU LBU MCU MDU N1U N2U N3U N4U N5U N6U N7U N8U N9U NAU NBU PAU PBU QAU QBU QCU QDU QEU QIU QKU QLU QNU QPU QQU QTU QUU QZU RAU RBU SBU TAU TBU TCU WNS WSU						
NetVista A40, A40p	6649	J2U J3U J4U KAU KBU KLU KNU NAU NBU PAU PBU R2U RAU RBU TAU TBU TCU						
NetVista M41	6790	11U 13U 21U 22U 23U 25U 2DU 31U 32U 34U 35U 3AU 3BU 42U 43U 44U CAU CBU CCU CDU CEU CH9 CT0 D3U D4U D5U D6U D7U DCU DDU DGU DHU DLU DMU DQU DRU DSU E2U E3U E4U E5U E8U EDU EEU EFU EGU EHU EMU ERU ESU EYU EZU G11 G12 G13 G14 G16 G17 G19 G20 G40 HIU H2U HDU HEU HGU HHU HIU HKU HMU HNU HU1 HZU K3U K4U K7U K8U KGU KHU KJU KLU KMU KPU KQU KVU KZU MAU MBU MKU N2U N6U N8U NAU NCU NNU NSU NYU PAU PCU PDU SB2 SB3						
NetVista M41	6792	11U 15U 1XE 21U 22U 23U 24U 25U 2DU 2EU 2HU 2JU 31U 32U 33U 39U 3DU 3GU 3JU 3KU 3MU 3NU 3SU 3VU 42U 43U 44U 45U CAU CBU CCU CDU CEU CT0 D3U D4U D5U D9U DAU DDU DHU DJU DKU DQU DRU DSU DUU DVU DYU DZU E3U E4U E5U E9U EAU EBU EEU EFU EJU EKU G30 G32 G34 G36 H8U H9U HCU HDU HEU HLU HNU HQU HRU HTU K4U K5U K7U K8U K9U KBU KC1 KCU KDU KJU KLU KMU KNU K5U KWU KZU LEU LFU LJU LKU LLU LMU LPU M3U M9U MFU MHU MLU MMU MNU MPU MRU MS1 MVU MZU N1U N3U N6U N7U N8U N9U NBU NCU NJU NNU NWU P3U P4U P6U PFU PPU PSU Q2U Q4U Q5U Q8U Q9U QCU QDU QEU QFU QHU QLU QVU QZU R3U R5U R6U R7U RAU RBU RGU RTU RUU S1U S6U S7U SN1 SN2 SN3 SN4 SN5 SN6 SN7 SUU SVU SYU UN8 VC1						

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NetVista M41	6794	11U 21U 26U 31U 34U 37U 3AU 42U 43U AE1 CAU CBU CCU CDU CEU CT0 DE1 DE2 DE3 DE4 K2U K3U K5U K7U KA1 KAU KBU KCU KDU KEU KFU KGU KIU KJU KLU KNU KOU KQU KRU KSU KTU KUU KWU KYU KZU M1U M2U M3U M4U M6U M7U M8U MBU MEU MHU MKU MLU MMU MRU MTU MVU N2U N3U N4U N6U N7U NBU NEU NGU NHU NJU NLU NMU NQU NRU NUU NWU NYU NZU P1U P2U P6U PRU Q1U Q2U QAU QCU QEU QHU QIU QTU QUU QWU QYU QZU RCU , RGU , RHU , RMU , RPU , ROU , RRU , RSU , RT1 RT2 RT3 RTU , RUL , SDU , SGU , SIU , SKU , TW1 TW2 UN8	C5	3 YR 9x5x4 hour 3 YR 24x7x4 hour 4 YR 9x5/next day 4 YR 9x5x4 hour 4 YR 24x7x4 hour	41L2734 41L2740 69P9161 69P9162 69P9163	\$129 \$159 \$89 \$250 \$293	3 years parts and labor Next business day response
NetVista A40, A40p	6830	CAU CBU CTO DE1 DE2 DE4 DE5 EAU EBU FAU GBU K9U KCU MEU MFU MGU MHU MJU MKU MLU MMU MNU MUU MYU P2U R2U T2U TAU TCU VAU WEU					
NetVista A60i	6832	20U 22U 25U 40U 44U 45U 61U 71U CAU CBU CCU					
NetVista A60	6833	20U 21U 23U 25U 45U 46U 61U 71U 72U 73U CAU CBU CCU E1U E2U E3U KCU KDU KFU KHU KJU KLU KLU KPU					
NetVista A60	6838	C1U D1U					
NetVista A40, A40p	6840	C1U CAA CAC CAD CAF CAU CBA CBC CBD CBF CC1 CCA CCC CCD CCF CDA CDC CDD CDF CEA CEC CED CEF CFA CFC CFD CFF CTO D6U D7U D8U D9U DAU DBU E1U EAA EAC EAD EAF EAU EBA EBC EBD EBF ECA ECC ECD ECF EDA EDC EDD EDF EEA EEC EED EEF EFA EFC EFD EFF G1U GAA GAC GAD GAF GAU GBA GBC GBD GBF GCA GCC GCD GCF GDA GDC GDD GDF GEA GEC GED GEF GFA GFC GFD GFF GGA K4U K6U M6U M9U MAU MGU MMU MNU MPU MQU N7U N8U N9U P2U QBU QEU R2U T2U TAU VAU VBU					
NetVista A40, A40p	6841	D4U D7U E1U E2U EAU ECD ECF ECU EDD EDF EED EEF EFD EFF G1U GAU GCD GCF GDD GDF GED GEF GFD GFF K1U K6U MGU MHU T2U TAU VAU					
NetVista M42	8301	22U , 32U , CTO					
NetVista M42	8303	21U , 22U , 24U , 25U , 27U , 31U , 33U , 36U , 37U , 41U , 42U , 43U , 44U , CTO					
NetVista M42	8305	21U , 22U , 25U , 29U , 31U , 34U , 37U , 39U , 41U , 42U , 43U , 44U , CTO					
NetVista M42	8307	22U , 25U , 31U , 32U , 41U , 43U , CAU , CBU , CCU , CTO					
NetVista A21i	2254	CTO CVF CVU F2U F3U G01 G02 G04 G05 G06 G20 G21 G22 G23 H2U H3U	V4C	1 YR 9x5x4 hour 2 YR 9x5/next day	54P1858 54P1859	\$42 \$75	1 year parts and labor
NetVista X41	2283	50U 51U 53U 55U CVU		2 YR 9x5x4 hour	54P1860	\$139	
NetVista A22p	2292	13U 21U 22U 23U 33U 34U 35U 36U 41U 42U 43U 44U 51U CAU CBU CCU CDU CHU CJU KBU		3 YR 9x5/next day 3 YR 9x5x4 hour	54P1861 54P1862	\$132 \$239	Second business day response
NetVista A21	6336	CTO CVF CVU G01 G02 G03 G04 G20 G21 G50					
NetVista A21	6337	CTO CVF CVU G01 G02 G03 G04 G05 G20 G21 G22 G50					
NetVista A30p	8311	13U , 15U , 29U , 2CU , 3DU , 3GU , 47U , CAU , CBU , CCU					
NetVista A30	8315	11U , 23U , 37U , 42U					

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**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.

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.

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.***