

## **IBM IntelliStation 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 - Electronic	Estimated Retail Price	Base Warranty
<b>IntelliStation E Pro</b>	<b>6893</b>	10U 11U 12U 14U 17U 18U 19U 41U 42U 43U 44U 48U 50U 52U 53U 54U 56U 57U 58U 59U 60U 61U 62U 74U 80U 81U 82U 84U 85U 86U 87U 88U 89U 91U 94U 95U 96U 97U 98U ABB ABC ACB ACC ADB ADC AEB AKB AKC ALB ALC AMB AMC ANB ANC ASB ATB AUC AVB AVC CKB CKC CLB CVB CVC CWB DHD DJF DSF EAG EGG EHF EKF ESD ESG	3 YR 24x7 4-hour service	31L2725	\$549	Year 1 parts & labor
			3 YR 9x5 Onsite	30L9200	\$199	Years 2 & 3 parts only  Second business day response

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Electronic	Estimated Retail Price	Base Warranty
IntelliStation M Pro	6888	22U 26U 28U 36U	3 YR 24x7 4-hour service	31L2725	\$549	Year 1 parts & labor  Years 2 & 3 parts only  Second business day response
	6889	10U 11U 13U 14U 15U 16U 18U 19U 24U 25U 27U 29U 30U 41U 42U 43U 44U 45U 46U 48U 50U 51U 52U 53U 54U 55U 56U 57U 58U 59U 5EU 60U 61U 63U 64U 65U 69U 72U 73U 75U 76U 78U 80U 81U 82U 83U 84U 85U 86U 87U 89U 90U 91U 92U 93U 94U 95U 96U 97U B6A B6C B6E B7C B7D B7L BAA BCA BEA BFA BJA BLA BNA BNC BNE BPA BPC BPE BQA BQC BQE BSA BTA BVA BVC BXA BXC BXD BXE BYA BYC BYD C7A C7D C8A C8D CJA CPC CPE CPF CQA CQC CRF CSA CSF CTC CYA CYC CYD CZA CZC E6D E7A E7C E7D E7E E8C ENA ENC EPA EPC EQA EQC EXA EXC EXE EYC F7C F7D FAF FYA FYC FYD GDF GDN GGN HDF HHF HKF HMN JDF JKN JMF				
	6898	10U 11U 12U 13U 14U 18U 19U 22U 24U 28U				
IntelliStation Z Pro	6865	20U 21U 22U 25U 26U 27U 28U 30U 36U 38U 40U 41U 42U 43U 45U 46U 48U AJB ALB ALC ALD ANB ATB ATC ATD AVB BAE BAF BTE BTF DLB DLC DTB DTC DTD				
	6899	10U 11U 12U 13U 14U 15U 16U 17U 18U 19U 26U				

this list is current as of 12/01/99

### **\*Service Levels**

#### **24 x 7 x 4 hour**

A service technician is scheduled to arrive at your location within 4 hours after problem determination is completed. Service is provided around the clock every day, including 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 used solely for business, professional, or trade purposes and not for machines used for personal, family or household purposes. Service is not provided in homes or home offices. 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. Onsite service for mobile products and 24x7x2 hour service for servers is not available in all locations. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/pss/us/source/wamomxeu.pdf> for complete details.

For ThinkPads 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. If the failing part is a non-IBM component, you'll provide the part and IBM will provide the labor to replace it.

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