

[IBM Maintenance Services - ServicePac for Warranty and Maintenance Options](#)

A simple, cost-effective way to enhance the availability of your equipment is to upgrade your level of hardware service at the time of product acquisition...with today's dollars. An IBM ServicePac offering, Warranty and Maintenance Options allows you to choose the level of IBM hardware service that best meets your needs — including parts and labor — for coverage during, and beyond, the warranty period. To learn more about this offering, and other IBM ServicePacs, visit www.ibm.com/services/its/us/servicepac.html

Highlights

- **Service level* options for onsite repair (IOR) are:**
 - 9x5 next business day service, 8 am - 5 pm in your local time zone, Monday-Friday, excludes IBM holidays. For IBM mobile products, desktop systems, monitors, servers, printers and point of sale products.
- **12-hour depot repair service* for ThinkPad notebooks**
 - Door-to-door depot repair service via courier, for ThinkPad notebooks. ThinkPads are scheduled to be repaired within 12 hours of arrival at the depot. Machines at the depot in the morning are typically scheduled to be repaired and shipped back to the customer the same day.
- **Options available are based on specific product. See detail information provided in this document.**
- **Parts and labor are included.**
- **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 period begins with the product warranty, and includes the original limited product warranty period.**
- **Service must be purchased with the product or at any time during the original product warranty period.**
 - Service cannot be prorated, refunded or transferred
- **International service is also available for ThinkPad notebooks under IBM warranty service upgrade or maintenance agreement. Service is intended for purchase by US customers for coverage during travel abroad and is not suitable for export.**
- **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 on page 2 of this document for important details[†].**

To purchase an IBM ServicePac for Warranty and Maintenance Options, call toll free 1-888-SHOP-IBM, visit ibm.com, or contact your IBM Business Partner.

**All services include both parts & labor. Service period begins with the equipment date of purchase (warranty start date). Service descriptions are response objectives and are not guarantees. All services are onsite repair unless otherwise noted. Prices are subject to change without notice.*

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Service Response Times and Levels for Warranty and Maintenance Options

Service Response Time

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.

Service Level

Onsite repair

A service technician will come to your location for equipment repair.

EasyServ depot repair

[A courier will pick up your ThinkPad notebook and deliver it to our depot repair center and our objective is to repair it within 12 hours of arrival. Machines arriving at the depot in the morning are scheduled to be repaired and shipped back to you on the same day.](#)

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 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. 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.

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International service for IBM ThinkPad notebooks

When you travel and work internationally, you want to feel secure that service for your ThinkPad notebook is available wherever your business takes you. If you have purchased a warranty service upgrade or maintenance agreement from IBM, international service is now available to you in all countries where ThinkPad notebooks are serviced by IBM. This additional coverage is provided, at no additional charge, as part of all current or new IBM maintenance agreements.

Please note that this service is intended to cover US customers traveling abroad and is not intended for export or for coverage of ThinkPads permanently relocated to a country outside of the US.

You must register with IBM to be eligible for international coverage by calling one of our four registration offices listed below. If you have purchased an IBM ServicePac for Warranty and Maintenance Options, you can register for international service for your ThinkPad notebook at the same time you call to register your ServicePac.

United States:	1-800-497-7426
Australia:	(61) 2-9354-4171
Japan:	(81) 462-73-7598
Scotland:	(44) 1475-893638

You should be prepared to provide the following information to register for this service:

- Customer/Company name
- Address
- Country of service purchase
- Machine type, model and serial number
- Original date of ThinkPad notebook purchase
- Proof of service purchase

IBM will send you a registration package that contains a service entitlement certificate and a list of telephone numbers to call when you require service abroad. Service will be provided at the standard level of service for ThinkPad notebooks in the country you are visiting.

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IBM ServicePac - Warranty Service Upgrade Supported Products List

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 i Series 1200	1161	11U 210 230 250 260 41U 42U 43U 51U 53U 62U 71U 92U MTU	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad i Series 1300	1171	21U 2AU 310 320 330 340 350 370 4MU 5BU 5CU 5WU 5XU 5YU 61U 6KU 6LU 6MU 6NU 6WU 6XU 71U 7WU 7YU 8MU 8XU 8ZU 91U 9KU 9LU 9MU 9XU CEU I1U NM1 NMU	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	30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$197 \$132 \$243 \$249 \$399 \$349 \$549	Depot repair service
ThinkPad T30	2366	1U1 1U2 1U3 1U6 1U7 1U9 21U 23U 2U0 2U1 2U2 2U4 2U6 2U7 2U8 2U9 3U0 3U1 3U2 3U3 3U4 3U5 3U6 3U7 3U8 41U 42U 43U 44U 45U 4U0 4U2 4U3 4U5 4U6 4U7 4U8 4U9 51U 52U 56U 57U 5U0 5U1 5U2 5U3 5U4 5U5 5U7 5U8 5U9 61U 63U 66U 68U 6U0 6U1 6U2 6U3 6U6 6U7 6U8 6U9 7U0 <u>7U1</u> 7U2 7U3 7U4 7U5 7U6 7U7 7U8 81U 82U 83U 84U 85U 86U 87U 88U 89U 8AU <u>8U0</u> 8U1 8U2 8U3 <u>8U4</u> <u>8U6</u> <u>8U8</u> <u>8U9</u> 91U 92U 96U 97U <u>9U1</u> <u>9U2</u> A1U A2U A3U A4U A5U A6U A7U AU0 AU1 AU3 AU4 AU5 AU6 AU7 AU8 AU9 B1U B2U BU3 BU4 BU5 BU6 BU7 BU8 C1U C6U CTO CU1 CU2 CU4 CU5 CU7 CU9 D02 DU0 DU1 DU2 DU3 DU4 DU5 DU6 DU7 DU8 EU0 EU3 EU8 EU9 FBU FS7 FU0 FU6 FU7 FU8 FU9 G1U GU0 GU1 GU3 GU4 GU5 HU0 HU1 HU2 HU3 HU5 HU6 HU7 HU8 HU9 JBU JU1 JU2 JU3 JU4 JU5 JU6 JU7 KU1 <u>KU2</u> <u>KU3</u> LU0 LU1 LU2 LU3 LU4 LU5 LU9 M02 M1U M2U M3U M4U M5U M6U M7U MU0 MU1 MU2 MU3 MU4 MU5 MU6 MU7 MU8 MU9 N41 N42 N44 N59 N60 NU0 NU2 NU4 NU6 NU7 NU8 NU9 PU0 PU1 PU2 PU3 PU4 QU7 RU0 RU1 RU2 RU3 RU4 RU6 RU7 RU8 RU9 UN7 UN8 <u>Y1A</u> <u>Y1B</u> Y1F	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	2373	12U 14U 16U 19U <u>2AU</u> 44U 47U 58U 72U 75U 7AU 7CU 82U 85U 8AU 8CU 8DU 91U 92U 94U 96U 9CU A1U A2U A3U A4U A5U A6U A7U A8U A9U AU1 BDU <u>BU4</u> CU1 <u>CU2</u> CU3 DU1 DU2 <u>DU3</u> FS1 G1U G3U G5U <u>HU1</u> MU1 MU2 MU3 MU4 MU5 MU6 MU8 NU2 PU1 <u>PU2</u> <u>PU3</u> UN1				
ThinkPad G40	2384	<u>31U</u> <u>32U</u> <u>33U</u>	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad G40	2388	17U 18U 1CU 1NU 1QU 21U 22U 23U 24U 25U 26U 2BU 2MU 2QU 2TU 2UU 2VU 3AU 3BU 3CU 3HU 3JU 4PU 4QU 51U 52U 5BU 5DU <u>CTO</u>	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	30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$197 \$132 \$243 \$249 \$399 \$349 \$549	Depot repair service
ThinkPad G40	2389	1DU 2XU 3HU <u>CTO</u>	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 240	2609	21U 22U 31U 41F 41U 51U 52U 61U 62U MSU	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 i Series 1400, 1500	2611	410 411 412 450 451 452 472 512 552	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad i Series 1400, 1500	2621	420 421 422 42U 441 442 460 46U 480 482 483 48U 492 4E2 540 541 560	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	30L9189 30L9192 30L9195 69P9195 69P9194 69P9197	\$197 \$132 \$243 \$249 \$399 \$349	Depot repair service
ThinkPad 390, 390e	2626	20U 50U 70U 90U A0U AAA AAB AAC AAD ABA ABB ABC ABD ABU AG1 B0U BD1 BD2 C0U D0U DC1 E0U ENF ENU F0U FIU G0U H0U HNU J0U JNU L0U L2U LNU M0U MNU NV1 UN1 UT1 WF1 WF2 WF3	5 YR onsite repair 9x5/next day	69P9196	\$549	
ThinkPad A20m, A21e, A21m, A22m	2628	11F 11U 12F 12U 14F 14U 1AF 1AU 1CF 1CU 1TF 1TU 1UF 1UU 1VF 1VU 1XU 21F 21U 22F 22U 24F 24U 2DU 2TF 2TU 2XU 31F 31U 32F 32U 3AF 3AU 3BU 3CU 3SF 3SU 3TF 3TU 3UF 3UU 3VF 3VU 3XU 41F 41U 42F 42U 4AF 4AU 4CF 4CU 4LU 4SF 4SU 4TF 4TU 4UF 4UU 4VF 4VU 4WF 4WU 4XF 4XU 5WF 5WR 7WF AH1 AMU AS1 ASU AU0 AU1 BCU BGU BS1 C1U C2U CC1 CC2 CC3 CC4 CC5 CC6 CE1 CG1 CH1 CH2 CH3 CH4 CH5 CH6 CH7 CH8 CMU CSU CTO CTU CU1 CU2 CU3 CWU CXU CYU D1U D2U DE1 DE2 DE3 DEP DF1 DFS DRU DS1 DSU DTU DU1 DWU DXU E1U E2U ERU ESU ETU EWU EXU F1U F2G F2U FC1 FDU FIU FLU FS1 FSU FTU FU1 FU2 FWU FXU G1U G2U G6U G7U G8U G9U GLU GSU GTU GU1 GU2 GWU GXU HCU HUU J1U J2U JAU JCU JSU JTU JUU JVU JWU JXU KGU LBU LYU MA1 MAU NC1 NC3 NC5 NCU NDU NU0 NU1 NWU OCU OKU P1U P2U PF1 PF2 PFU PN1 PNU PRU PSU PTU Q1U Q2U QCU QRU QSU QTU QUU QVU R1U R2U RSU RTU S1U S2U S5U STU T1U T2U T7U T8U TRU TSU TTU TU1 TUU TVU TWU TXU UN2 UN3 UN5 URU VRU VSU VTU W98 WF1 WF2 WF3 WF4 WF6 WSU WTU ZP5				
ThinkPad A20p, A21p, A22p	2629	61U 62U 6AU 6CU 6RU 6SU 6TU 6UU 6VU 85U A1U A2U A3U ABU AU2 CTO EU0 EU1 H1G H1U H2U HSU HTU HWU HXU PFU TLU U1U U2U URU USU UTU UUU UVU Y1U Y2U Y5U YTU YUU YVU	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 Dock	2631	10U 20U	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 570	2644	1AU 1BU 2AU 3AU 3BU 5AU 5BU 6AU 6BU A1U A3U AM2 AX1 AX2 BD1 BD2	2 YR onsite repair 9x5/next day 3 YR onsite repair 9x5/next day 4 YR depot repair	30L9190 30L9197 69P9199	\$98 \$119 \$110	3 years parts and labor
ThinkPad 600	2645	21U 31U 32U 35U 3AU 3DU 3EU 41U 42U 450 45U 4AU 4B1 4BU 4BG 4EG 4EU 51U 55U 5AU 5BU 5EU 5FU 5GU 5JU 7EU 85U 8A0 8AU 8B1 8BA 8BU 8EU 8PU 999 9EU 9FU A1U A2U A31 A5U AAA AAB AAC AAD AAE AAF AAU AB1 ABA ABB ABC ABD ABE ABF AD1 AHU AM1 AMJ APU ARU ASU AX1 AX2 BAA BAB BAC BAD BAE BAF BAG BAH BAJ BAU BBA BBB BBC BBD BBE BBF BBG BBH BBJ CAA CAB CAC CAD CAE CAF CAG CAH CAJ CBA CBB CBC CBD CBE CBF CBG CBH CBI CBJ CBK CBL CBM CBN CBO CBP CBQ CBR CBS CCA CCB CCC CCD CCE CCF CCG CCH CCI CCJ CCK CE1 CMU D00 D2G D4G D4U DAA DAB DAC DAD DAE DAF DAG DAH DAI DAJ DAK DAL DAU DBA DBB DBC DBD DBE DBF DBG DBH DBI DBJ DBK DBL DE0 DE7 DE8 DE9 DK1 DK2 EY1 EY2 GDU IPU JJ2 JJ4 KKG KKU M00 MBU MN1 NC3 NC5 NE1 PNU RP1 RPU SKU SNU UN2 UT3	4 YR onsite repair 9x5/next day 5 YR depot repair 5 YR onsite repair 9x5/next day	69P9198 69P9201 69P9200	\$299 \$220 \$449	Depot repair service

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ThinkPad T20, T21, T22, T23	2647	1M1 1SU 1U0 1U1 1U2 1U3 1U4 1U7 1U8 1U9	2 YR onsite repair 9x5/next day	30L9190	\$98	3 years parts and labor Depot repair service			
		21U 24U 27U 2AU 2BU 2GU 2KU 2M1 2MU 2NU	3 YR onsite repair 9x5/next day	30L9197	\$119				
		2RU 2TU 2U0 2U2 2U4 2U5 2U6 2U7 2U8 31U	4 YR depot repair	69P9199	\$110				
		32U 3CU 3EU 3GU 3HU 3MU 3NU 3SU 3U0 3U3	4 YR onsite repair 9x5/next day	69P9198	\$299				
		3U4 3U5 3U6 3U9 3U0 41G 41U 44U 45G 45U	5 YR depot repair	69P9201	\$220				
		46U 47U 48U 4AU 4BU 4CU 4EU 4FU 4GU 4JU	5 YR onsite repair 9x5/next day	69P9200	\$449				
		4M1 4MU 4NU 4PU 4QU 4RU 4SF 4SU 4U0 4U1							
		4U2 4U3 4U4 4U5 4U6 4U7 4U8 4XU 52U 55U							
		57U 5AU 5BU 5CU 5EU 5GU 5KU 5LU 5MU 5NU							
		5RU 5SU 5U0 5U2 5U3 5U4 5U5 5U6 5U7 5U8							
		61U 64U 67U 6AU 6BU 6CU 6EU 6GU 6KU 6PU							
		6RU 6SU 6U0 6U1 6U2 6U3 6U4 6U5 6U6 6U9							
		6UU 7CU 7EU 7GU 7MU 7NU 7U2 7U3 7U4 7U5							
		7U6 81U 84U 86U 87U 88U 8AU 8BU 8CU 8EU							
		8FU 8GU 8JU 8MU 8NU 8PF 8PU 8QU 8RU 8SF							
		8SU 8U8 8ZU 92U 95U 97F 97U 9AU 9BU 9CU							
		9EU 9GU 9KU 9LU 9MU 9NU 9RU 9SU 9U2 9U5							
		A2U A3U A4U A5U A6U A7U A8U A9U ABU AD1							
		AD3 AD4 AD5 ADU AE1 AEU AGU AH1 AHU AKU							
		AL1 AM1 AMU ANU APU ARU ATU AU0 AU1 AU2							
		AU3 AU4 AU5 AU6 AU7 AU8 AU9 AVU B7U BB1							
		BB2 BB3 BB4 BB5 BB6 BH1 BHI BN1 BN2 BN3							
		BRU BS1 BSU BU0 BU1 BU2 BU3 BU5 BU6 BU7							
		BU8 BY1 BY2 BY3 BZ1 BZ2 BZ3 BZ4 BZU C7U							
		CAU CCU CEU CG1 CG2 CG3 CG4 CL1 CL2 CLU							
		CM1 CMU CNU CPU CRR CRU CSU CT1 CT2 CTO							
		CTU CU0 CU1 CU2 CU3 CU4 CU5 CU6 CU7 CU8							
		CU9 CXU D01 D2U D4U D6F D6U DAU DE1 DE3							
		DE4 DE5 DE6 DF1 DFS DJ2 DJU DRU DSU DU0							
		DU1 DU2 DU5 DU6 DU7 DU8 DU9 EAU ECU EU0							
		EU1 EU2 EU3 EU4 EU6 EU8 EU9 EX1 F1U FB1							
		FB2 FB3 FDU FEU FFU FGU FI1 FIU FS6 FU0							
		FU4 FU5 FU6 FU7 FU8 FU9 FX1 FYU GB1 GB2							
		GB3 GB4 GB5 GB6 GCU GGU GNU GU1 GU2 GU3							
		GU4 GU5 GU6 GU7 GU8 GU9 HE1 HLU HNU HSU							
		HU2 HU4 HU5 HU6 HU7 HU8 ICU IM1 IPU IR1							
		IR2 ITU JD1 JDU JJ1 JU0 JU1 JU2 JU3 JU4							
		JU5 JU6 JU7 JU8 JU9 K1U K2U KIU KKU KMU							
		KU0 KU1 KU2 KU3 KU4 KU5 KU6 KU7 KU8 L1U							
		L7U LB1 LBU LCU LDU LHU LR1 LR2 LR3 LRU							
		LU0 LU1 LU2 LU3 LU4 LU5 LU6 LU7 LU8 LU9							
		LYU LZ2 LZU M01 M2U M3U M4U M5U M6U MA1							
		MAU MIU ML1 MM1 MMU MN1 MNU MRU MT0 MU0							
		MU1 MU2 MU3 MU4 MU5 MU6 MU8 MU9 N16 N17							
		N18 N19 N20 N22 N24 N26 N31 N32 N34 N5U							
		N6U NB1 NB2 NB3 NB4 NK2 NK3 NK4 NK5 NKU							
		NM1 NTU NU0 NU1 NU2 NU3 NU4 NU5 NU6 NU7							
		NU8 NU9 OC1 OCU PF1 PFU PIU PM5 PM6 PM7							
		PN1 PNU PU1 PU2 PU3 PU4 PU5 PU6 PU7 PU8							
		PU9 PW1 PW3 QU2 QU3 QU4 QU5 QU6 QU7 QU8							
		QU9 RA1 RAU RP2 RPU RSU RU0 RU2 RU3 RU5							
		RU6 RU7 RU8 RU9 S1U S2U SA1 SA2 SAU SF1							
		SFM SFU SKU SSU SU1 SU2 T1U T4U TLU UAU							
		UC1 UC2 UN1 UN3 UN4 UN5 UN6 UPU VAU VYU							
		WGU WH1 WH2 WH3 WH4 WH5 WH6 WH7 WH8 Y12							
		Y14 Y15 YCU							
		ThinkPad i Series 1500	2651	542 562 592	1 YR onsite repair 9x5/next day		30L9188	\$49	1 year parts and labor
					2 YR depot repair		30L9191	\$99	
		ThinkPad A30, A31	2652	11U 13U 14U 1AU 1BU 1TU 1U1 1U2 1U3 1U6	2 YR onsite repair 9x5/next day		30L9189	\$197	Depot repair service
				1U8 1U0 33U 34U 35U 36U 3BU 3CU 43U 44U	3 YR depot repair		30L9192	\$132	
				45U 46U 4BU 4CU 4LU 4MU 4PU 4QU 4TU 9U1	3 YR onsite repair 9x5/next day		30L9195	\$243	
				9U2 9U3 9U4 AU0 AU1 AU2 AU3 AU4 AU5 AU7	4 YR depot repair		69P9195	\$249	
				AU8 AU9 AUU BU1 BU2 BU3 BU4 BU5 BU6 BU7	4 YR onsite repair 9x5/next day		69P9194	\$399	
				C3U C4U C5U C6U CLU CMU CT0 CTO CTU CU0	5 YR depot repair		69P9197	\$349	
				CU1 CU2 CU3 CU4 CU5 CU6 CU7 CU8 CU9 D3U	5 YR onsite repair 9x5/next day		69P9196	\$549	
				D4U D5U D6U DE1 DLU DMU DU1 DU3 DU4 DU5					
EU4 EU5 EU6 EU7 EU8 FU1 FU7 HU1 J3U J4U									
J5U J6U JBU JCU JEU JFU JLU JMU JTU JUU									
KLU KMU KU1 LU1 LU2 LU3 M3U M4U M5U M6U									
MLU MMU MU1 MU2 MU4 MU6 MU7 MU8 MU9 N79									
N80 N86 N88 NU1 NU5 P3U P4U P5U P6U P8U									
P9U PBU PCU PEU PLU PMU PRU PTU PU1 PU3									
PU4 QU1 QU2 Q3U Q5U RU1 UU1 XX5 Y13 Y17									

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IBM ServicePac - Warranty Service Upgrade Supported Products List

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
ThinkPad A30p, A31p	2653	1UU 63U 64U 65U 66U 6TU AU0 AU1 AU2 AU3 AU4 AU5 AU6 AU7 AU8 AU9 AUU BU0 BU1 BU2 BU3 BU4 BU6 BU7 BU8 BU9 CTO CU1 CU2 CU3 CU4 DU1 DU3 EU1 EU2 EU5 EU7 EU8 GU1 GU3 GU4 GU8 H3U H4U H5U HU4 HU8 H6U HLU HMU HTU HU1 HU2 HU3 HU5 HU6 J9U JUU MU1 MU2 N3U N4U N5U N6U NLU NLU NTU NU1 PU1 PU2 PU4 PU6 PU7 PU8 Q5U QU1 R3U R4U R5U R6U R8U R9U RBU RCU RLU RMU RTU RU1	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 A21e, A22e	2655	21U 23U 25U 27U 41U 43U 45U 47U 71U 73U 75U 77U 91U 93U 95U 97U AMU AU1 CT1 CTO ODU SAU	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 R30, R31	2656	1BU 1CU 1FU 1GU 20U 22U 25U 2AU 2BU 2GU 2HU 2VU 30U 32U 3FU 4U8 5AU 5BU 60U 61U 62U 6AU 6BU 77U 7BU 82U 88U 99U 9U1 9U2 A0U A1U A3U A4U A5U AEU AFU AGU AKU AU1 AU7 B0U BEU BFU BU2 BU3 CN1 CU1 CU2 CU3 DAU DU1 DU2 E0U E4U E5U E6U E7U EAU EEU EFU EHU EU1 EU2 EU3 EU4 F4U F5U FEU FFU FGU FS6 H4U H5U H6U H7U H8U H9U HEU HFU HGU HHU HSN HU2 HU3 J1U J2U K2U K3U K4U K5U K6U K7U KCU KDU KEU KFU KU1 KU2 L1U L2U L4U L6U LBU LCU LDU LU1 LU2 M2U M4U MJU MKU MU0 MU2 MU3 MU5 NAU NU1 NU2 NU3 NU4 NU5 NYU PTU QU2 UN6 UN7	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	6U6 77U 88U 99U AU1 CU1 CU2 E4U E5U F4U F5U FEU FGU GU1 J1U J2U LLU MMU MU1 MU2 MU3 PU1 PU2 PU3 PU4 RU2 SU1	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 R32	2658	A5U A6U A7U A8U A9U ACU ADU AEU AFU AGU BKU BMU BNU BPU BQU BWU BXU BZU CFU CGU CHU CSU CU1 CU2 CU3 CU4 CU5 CWU CXU CZU DAU H3U J3U K4U K7U K8U KAU KCU KGU KHU KJU LHU LSU MFU MGU N3U N4U N5U NWU NYU NZU QU1 RU1	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 R32	2659	AU1 BMU BNU BPU BQU BU2 BZU CFU CGU CHU DMU DNU DPU DQU DU1 DU2 EFU EGU GU1 GU2 HU1 J3U <u>KU1</u> LU1 N3U N4U N5U PU1	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	11U 12U 1U1 31U 32U 34U 35U 36U 37U 38U 39U 3PU 41U 42U 61U 62U 64U 65U 66U 67U 6HU 6MU 6NU 6PU 85U 8BU 92U 95U 97U 9AU 9BU 9DU 9EU 9GU 9MU 9NU 9PU AU4 AU6 AU7 BS1 BU1 BU2 BU3 CMU CT1 CTU CU1 CU2 CU3 CU4 D5U DBU DU1 DU2 E5U E6U E7U EBU EDU EEU EGU ELU EPU EQU EU2 EWU EXU GU1 HU1 JU1 KU1 M6U MLU MPU MQU MU1 MU2 MU3 MWU MXU N89 PU3 PU4 QU1 QU6 RU1 RU2 SB3 SB4 SB5 UC1	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	2672	11U 12U 1AU 1BU 41U 42U 4AU 4BU 4GU 4HU 4XU 54U 5DU 64U 6DU 8U1 AU1 AU2 AU3 AU4 B1U B2U BAU BBU BU1 <u>BU4</u> <u>BU5</u> C1U C2U CAU CBU CTO CU1 CXU D4U D9U DU1 <u>DU2</u> DU4 E4U E9U EU1 EU4 FU1 FU2 FU3 FU4 FU5 FU6 HU1 HU2 J6U J7U JAU JBU JHU JXU L9U LU1 NU1 PU2 RU1 RU2				

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IBM ServicePac - Warranty Service Upgrade Supported Products List

Machine Name	Machine Type	Model Number*	Service Description**	IBM Part Number	List Price***	Base Warranty
ThinkPad TransNote	2675	21U 22U 61U 62U CTO CTO	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad R40	2681	15U 1AU 25U 28U 2UU 35U 37U 3UU 43U <u>4FU</u> <u>4GU</u> <u>4UU</u> <u>59U</u> <u>5AU</u> <u>5FU</u> <u>5UU</u> AU1 <u>BU1</u> C1U C8U CTO DBU DCU EU1 EU2 F9U FCU FFU FTU <u>FU1</u> FUU GHU GMU GUU <u>J5U</u> <u>J7U</u> <u>J8U</u> <u>J9U</u> <u>JCU</u> <u>JDU</u> <u>JEU</u> <u>JHU</u> <u>JQU</u> <u>JTU</u> JUU K3U <u>KAU</u> <u>KLU</u> <u>KMU</u> <u>KPU</u> <u>KQU</u> <u>KUU</u> L7U LU1 LU3 LUU <u>MU1</u> <u>NU2</u> <u>NUU</u> <u>Q5U</u> <u>Q6U</u> <u>QCU</u> <u>QUU</u>	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	\$197 \$132 \$243 \$249 \$399 \$349 \$549	Depot repair service
ThinkPad R40	2682	48U <u>AU2</u> CTO CU2 CU3 <u>CU4</u> F9U FAU FEU FS1 FXU GHU GLU HU2 <u>J8U</u> <u>JAU</u> K2U K3U K4U <u>KU1</u> LAU LU1 MU2 MU3 <u>MU4</u> NU1 UN1	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	2684	22U 4YU B2U CAU <u>G2U</u> <u>G8U</u> <u>Q2U</u> <u>QBU</u> <u>QUU</u>	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad R40	2722	22U 24U 27U 2JU 2QU 2YU 3YU 47U 58U 5JU 5YU 6YU AYU BYU CF2 <u>CTO</u> CYU EYU F2U FYU G3U GAU GDU GYU	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	30L9189 30L9192 30L9195 69P9195 69P9194 69P9197 69P9196	\$197 \$132 \$243 \$249 \$399 \$349 \$549	Depot repair service
ThinkPad R40	2723	26U 27U 2FU 2SU 3LU 3PU 3XU 58U 5TU 6LU 6PU 6XU AU1 <u>AU2</u> <u>AU3</u> <u>AU4</u> <u>AU5</u> B4U BAU BSU <u>BU1</u> <u>CTO</u> CU1 CU2 CU4 F2U <u>FU1</u> HU1 <u>MU1</u> <u>MU2</u> <u>PU1</u>	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 Dock II	2877	10U	1 YR onsite repair 9x5/next day 2 YR depot repair	30L9188 30L9191	\$49 \$99	1 year parts and labor
ThinkPad Mini Dock	2878	10U	2 YR onsite repair 9x5/next day 3 YR depot repair 3 YR onsite repair 9x5/next day 4 YR depot repair	30L9189 30L9192 30L9195 69P9195	\$197 \$132 \$243 \$249	Depot repair service
ThinkPad X31	2884	BNU BRU CRU JUU	4 YR onsite repair 9x5/next day 5 YR depot repair	69P9194 69P9197	\$399 \$349	
ThinkPad R40	2896	<u>4WU</u> <u>5WU</u> <u>FZU</u> <u>GZU</u>	5 YR onsite repair 9x5/next day	69P9196	\$549	
ThinkPad R40	2897	<u>22U</u> <u>23U</u> <u>34U</u> <u>54U</u> <u>55U</u>				
ThinkPad 770	9548	30U 31U 32U 40U 51U 52U 53U 61U DJA DJB DJC DJD DJE DJF DJG DJH DKA DKB DKC DKD DKE DKF DKG DKH DLA DLB DLC DLD DLE DLF EJA EJB EJC EJD EJE EJF EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF	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 770	9549	1AU 5AU 71U 72U 73U 7AU 7BU 81U 82U 83U 8AU 8BU EKA EKB EKC EKD EKE EKF ELA ELB ELC ELD ELE ELF FKA FKB FKC FKD FKE FKF FLA FLB FLC FLD FLE FLF FMA FMB FMC FMD FME FMF FMG FMH				

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