

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	Estimated Retail Price	Base Warranty
IntelliStation E Pro	6893	10U 11U 12U 14U 17U 18U 19U 41U 42U 43U 44U 48U 50U 52U 53U 54U 56U 57U 58U 59U 60U 61U 62U 71U 74U 76U 77U 78U 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 DTG EAG EGG EHF EHF ESD ESG G1G GAF GAG GAH GQF GQH GSD GUD GUG GZF GZH H6H HAG HSD HWH HYG	3 YR onsite 24x7x4 hour	31L2725	\$549	Year 1 parts and labor
			3 YR onsite 9x5x4 hour	41L2733	\$289	Years 2 & 3 parts only
			3 YR onsite 9x5/next day	30L9200	\$199	Second business day response

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
IntelliStation M Pro	6888	22U 26U 28U 36U ABA ABB ABC ABD ABE ABK ABL ABM ABN	3 YR onsite 24x7x4 hour	31L2725	\$549	Year 1 parts and labor
	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 88U 8AU 89U 90U 91U 92U 93U 94U 95U 96U 97U 98U 99U 9AU AAA ACA ACE AEA AFA AG5 AJA ALA ANA ANE APA APC ASA ATA AVA AXA 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 DNA DNC DPA DPC 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 K1N K3F K3H K4F K4H K7F K7H KDF KDH KDN KGM KHF KHH KHN KKF KKH KWM KWN LKN MAH MDH MGM MHN NKN	3 YR onsite 9x5x4 hour	41L2733	\$289	Years 2 & 3 parts only
		6898	10U 11U 12U 13U 14U 18U 19U 22U 24U 28U ABA ACA ADA AEA AKA AKB AKC ALA ALB ALC AMA AMB ANA ANB ASA ASB ASC ATA ATB ATC AUA AUB AVA AVB BBA BCA BDA BEA BKA BKB BKC BLA BLB BLC BMA BMB BNA BNB BPA BPL BSA BSB BSC BSJ BSK BSL BTA BTB BTC BTJ BTK BTL BUA BUB BVA BVV BVJ BVK BWJ BWK CKA CLA CMA CNA CPA CSA CSB CSC CSJ CSK CSL CTA CTB CTC CTJ CTK CTL CVA CVB CVJ CVK CWA CWB CWC CWJ CWK CWL	3 YR onsite 9x5/next day	30L9200	\$199
IntelliStation Z Pro	6865	20U 21U 22U 25U 26U 27U 28U 30U 36U 38U 40U 41U 42U 43U 45U 46U 48U 49U AJB ALB ALC ALD ANB ANC ATB ATC ATD AVB AVD BAE BAF BTE BTF CAE CAF CLH CNE CSH CTE CWE CWH DLB DLC DLD DTB DTC DTD FNE FTF				
		6899	10U 11U 12U 13U 14U 15U 16U 17U 18U 19U 26U AAA ABA AFA AGA AGB AIA AIB AJA AJB AKA ALA ALB AQA AQB			

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Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number	Estimated Retail Price	Base Warranty
IntelliStation E Pro	6867	11U 12U 13U 15U 16U 17U 18U 19U 30U 32U 34U 35U 37U 39U 40U 41U 45U 49U 52U 53U 55U 59U 62U 63U 65U 69U 72U ADB AHA CBB CCB CJA CKB DCB DJA DKB ECB EDA EJA EKB FBC FCC FKC GBC GCC GKC	3 YR onsite 24x7x4 hour	41L2741	\$249	3 years parts and labor
			3 YR onsite 9x5x4 hour	41L2735	\$199	Next business day response
IntelliStation M Pro	6868	10U 11U 12U 13U 14U 15U 18U 20U 21U 22U 23U 25U 27U 28U 30U 31U 32U 35U 36U 37U 39U 40U 42U 46U 47U 49U 50U 52U 56U 57U 59U 60U 62U 66U 67U 91U 92U CKA CLA CLB EJB ELA GAB GJB GKA GLA JAB JLA JMC LAB LLA LMC				
IntelliStation Z Pro	6866	11U 14U 15U 16U 19U 21U 24U 25U 26U 27U 29U 30U 31U 34U 38U 40U 41U 44U 48U 50U 54U 56U AAA AAB				

this list is current as of 6/28/2000

***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 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. 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 an easily replaced Customer Replaceable Unit (CRU), IBM will express ship the part to you for quick replacement. Onsite 24x7x2 hour service for servers and server storage peripherals is not available in all locations. External peripherals, such as racks, tape drives, and channel controllers, are not covered along with the processor and require separate service coverage. 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.***