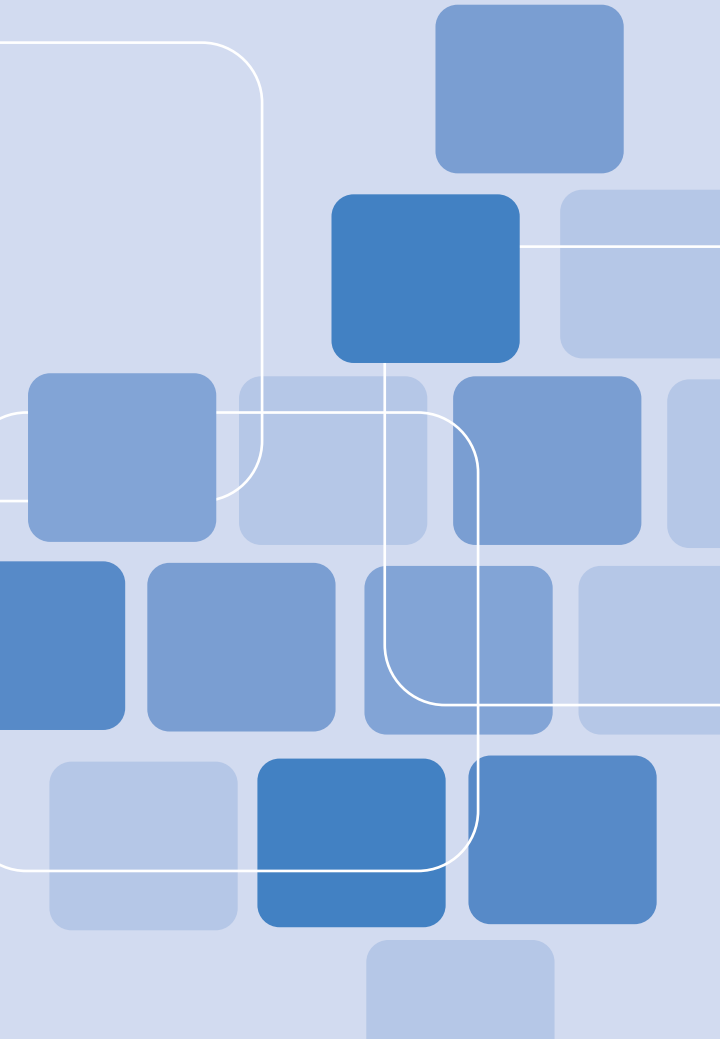




Warranty Quick Reference Guide for Approved Servicers



Telephone directory

Education	
Education Information	800 937-3737
Enrollment for Lecture/Lab	800 426-TEACH
xSeries server service and support education	800 937-3737
Electronic Support	
Eclaim Support Center (support@Eclaim.com)	949 450-9150
IBM Support Center	
Technical Support (IBM Approved Servicicers)	800 426-PROD
Technical Support (End Users and xSeries Approved Servicicers)	800 426-SERV
Marketing Support	
PartnerWorld	800 426-PCPC
Orders and Returns	800 426-9735
Miscellaneous (IBM)	
General Information	800 426-4YOU
IBM Service (On-site service calls)	800 426-SERV
International Warranty Service	800 IWS-7426
Parts	
National Parts Center (NPC) Parts Ordering Center/Retail Pricing	800 388-7080
Printer Systems	
Support Center	800 358-6661
Technical Support	888 426-5525
Publications Ordering	
Publications	800 879-2755
Service Management Support Center (SMSC)	
SMSC (Warranty and Service Issues) (smc@us.ibm.com)	800 426-3391
Service Offerings	
ServicePac Registration	888 956-7227
Business Partner Maintenance Offerings (M/A, ESSA, MSM)	800 624-6875
End User Purchase of Service Offerings/ Maintenance Contracts	888 426-4343
Warranty Claim Center (WCC)	
Existing Claim Inquiry	800 388-7080
WCC Fax	800 426-1966

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IBM Service and Support Profile Management (SPM) Web site	27

Internet support Web sites

Description	Address
IBM Home Page	ibm.com
IBM PC Company	www.pc. ibm.com
Options by IBM	www.pc. ibm.com /us/ options
IBM e-Support (Parts lookup, HMM, hints and tips)	www.pc. ibm.com / support
IBM SPM (IBM Service and Support Profile Management — Service Support Guide, ECA and servicer tips, technician profiles, Warranty lookup, etc.)	ibm.com /pc/partner/ spm
IBM Maintenance Parts (Parts purchasing)	ibm.com /shop/us/ maintenanceparts
ISOURCE (Announcement letters and special promotions)	ibm.com /isource
IBM PC Institute (Education and training)	www.pc. ibm.com / training
IBM @server xSeries system service and support education	www-1. ibm.com / servers/eserver/ education/xseries/ college.html
IBM ServicePac Registration	ibm.com /services/ servicepac/us
Eclaim (Warranty parts ordering technical support)	wca.eclaim.com
IBM PartnerWorld® (Reseller site)	www.pc. ibm.com / partner/us

Disclaimer

This Quick Reference Guide is not intended to be a comprehensive guide for IBM Approved Servicers and may not include the most current information. For more information about servicing IBM products, please visit the Service Support Guide at **ibm.com**/pc/partner/spm or contact the Service Management Support Center at 800 426-3391, e-mail at smsc@us.ibm.com, subject: warranty service issue.

IBM warranty support structure

Service Management Support Center (SMSC)

- *Warranty service policies and procedures*
- *Assistance with service issues*

Warranty Claim Center (WCC)

- *Additional warranty claim information*
- *Warranty part(s) escalation*

National Parts Center (NPC)

- *Parts sales at discounted prices for
Approved Servicicers*

IBM Support Center

- *Technical assistance for hardware and software*

PC Institute (PCI)

- *Desktop, IBM ThinkCentre™ desktop and
IBM ThinkPad® notebook education and training
certification assistance for warranty service*

Server Education Support

- *IBM @server® xSeries® and
IBM @server BladeCenter™ systems
education and training certification
assistance for warranty service*

Service Management Support Center (SMSC)

IBM Approved Servicers have an e-mail address (smc@us.ibm.com) and a toll-free number (800 426-3391) to assist with questions about service programs, policies and practices. The Service Management Support Center is available to all IBM Approved Servicers for assistance and resolution of warranty service issues. The SMSC provides immediate assistance in a wide range of areas, including:

- *Warranty operations management*
- *Information about IBM policy and business practices*
- *Warranty/post-warranty issues (claim rejections, part rejections)*
- *Exception activity for warranted issues*
- *Information about warranty service training requirements*
- *Warranty startup*
- *Information about Eclaim.com*

FYI

SMSC is available 9 a.m. to 5 p.m. (EST), Monday through Friday at 800 426-3391 or at smc@us.ibm.com, subject: warranty service issue.

Warranty Claim Center

Warranty claim processing and support are provided by the Warranty Claim Center. The Warranty Claim Center is available 7 a.m. to 7 p.m. Monday through Friday (MT) at 800 388-7080 for questions and assistance regarding:

- *Warranty claim status and information*
- *Part tracking information*
- *Claim escalations*
- *Emergency warranty parts program*
- *Return shipping labels*

National Parts Center

IBM Approved Servicicers may order service/exchange parts at a discounted price from the National Parts Center (NPC). Parts purchased through the NPC may be new or serviceable-used parts and have a three-month limited warranty. The NPC is available 24 hours a day, 7 days a week at 800 388-7080. IBM Approved Servicicers may also purchase service/exchange parts online at **ibm.com**/shop/us/maintenanceparts. Orders placed for customer pick-up at a Designated Part Sales Location (DPSL) should still be phoned into the National Parts Center at 800 388-7080. For information about ordering parts online, please visit the Service Support Guide at **ibm.com**/pc/partner/spm.

IBM Support Center

Technical assistance for hardware and software support is available for products supported by IBM Approved Servicers. Hours of operation for the IBM Support Center are 9 a.m. to 9 p.m. Monday through Friday (EST). For assistance call 800 IBM-PROD (426-7763). Please have your authorization and pin number, machine type/model, serial number and a detailed problem description when calling for the following services:

- *Problem determination and diagnostic assistance*
- *Solutions to hardware/software failures*
- *Assistance performing IBM-required engineering changes (ECAs)*

Technical assistance is also available via the Web. Please visit www.pc.ibm.com/support.

The screenshot shows the IBM Support & Downloads website. The top navigation bar includes the IBM logo, a search bar, and links for Home, Products & services, Support & downloads, and My account. Below the navigation bar, there is a 'Select a country' dropdown and a 'Support & downloads' heading. The main content area is divided into several sections: 'Feedback', 'Technical support' (with a search bar and links to 'Get product support for:' categories like Personal computing, Storage, Printing systems, Servers, Software, and Networking), 'Downloads' (with links to 'Downloads & drivers' and 'Administrative services'), and 'Personalized support' (with a 'Find resources' section listing various support options like phone numbers, documentation, and software guides). A 'Hard disk drives' section is also visible at the bottom right.

Desktop, ThinkCentre desktop and ThinkPad notebook training overview

The IBM PC Institute offers service training certification for Desktop, ThinkCentre and ThinkPad systems. To maintain warranty service status and receive reimbursements, required training must be completed. All technicians who service IBM equipment must be A+ certified prior to working on IBM systems. In addition, all administrators and technicians are required to successfully complete warranty basics RXW01 and RXW02 respectively. A complete list of required courses can be found by visiting the PC Institute Web site at: www.pc.ibm.com/training.

For additional assistance with IBM training and certifications please visit www.pc.ibm.com/training/pci-site-help.html.



CD course material



Internet testing



IBM certified technician

Service training roadmaps

IBM Desktop, ThinkCentre systems



*x=Most current version

For the latest course information, please visit the PCI Web site at www.pc.ibm.com/training.



Internet testing



Instructor-led training



CD-ROM training



Required for warranty authorization



Required for service on high-end servers

Service training roadmaps (cont.)

Non-technical

Warranty Basics
for Administrators
RXW01

IBM ThinkPad notebooks

Technician

A+
Certification

Warranty Basics
for Technicians
RXW02

IBM Mobile
Systems
RTC0x*

Web/CD Product
Update Training
(ongoing)

*x=Most current version

For the latest course information,
please visit the PCI Web site at
www.pc.ibm.com/training.



Internet testing



Instructor-led training



CD-ROM training



Required for
warranty authorization



Required for service
on high-end servers

Service training roadmaps (cont.)

Non-technical

Warranty Basics
for Administrators
RXW01



IBM @server xSeries product line

Technician

A+
Certification



Warranty Basics
for Technicians
RXW02



IBM Desktop
Systems
RDC0x*



IBM xSeries Server
Systems XRM0x*



*x=Most current version

For the latest course information,
please visit the PCI Web site at
www.pc.ibm.com/training and
Server education Web site at
[www-1.ibm.com/servers/eserver/
education/xseries/college.html](http://www-1.ibm.com/servers/eserver/education/xseries/college.html).



Internet testing



Instructor-led training



CD-ROM training



Required for
warranty authorization



Required for service
on high-end servers

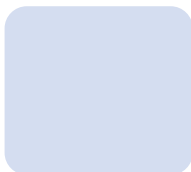
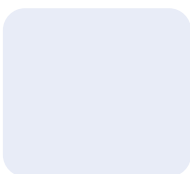
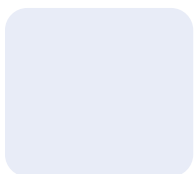
Server training overview

IBM Approved Servicers who maintain xSeries and BladeCenter servers can now take a course(s) under the heading XRM0x*. The current course (XRM0x*) replaces MEC01, MEC02 and MEC50. Students will learn:

- *xSeries servers and BladeCenter products*
- *Core server technologies*
- *How to approach servicing xSeries servers and BladeCenter products*
- *Diagnostic and problem determination procedures*

To obtain instructions on how to sign up and test on xSeries and BladeCenter servers, please visit the Server education Web site at www-1.ibm.com/servers/eserver/education/xseries/college.html.

Note: x* = Most current version



IBM warranty policies

IBM Business Partners and select customers may be approved to provide warranty service for IBM personal computers. For those locations that become approved for warranty service and complete the necessary training, IBM will provide replacement parts and labor reimbursements when applicable. To become an IBM Approved Servicer, the location must first purchase a warranty start-up kit and agree to:

- *Validate that each end user is entitled to IBM warranty service*
- *Maintain IBM warranty service approval status and capability*
- *Ensure service is performed by personnel trained to IBM standards, consistent with our service terms*
- *Not assign, delegate or subcontract IBM warranty service responsibility unless approved by IBM in writing*
- *Submit valid warranty reimbursement claims*
- *Retain records for three years, by location, of each warranty claim submitted or utilize Eclaim.com failure description*
- *Maintain adequate tools, test equipment and access to current technical information to provide warranty service*
- *Use IBM parts when performing warranty service repairs unless otherwise agreed to by IBM in writing*
- *Comply with all terms of the IBM agreement*

Warranty entitlement and eligibility

Approved Servicers must verify warranty entitlement and eligibility prior to submitting a claim. Entitlement information, available through Eclaim.com, is derived from IBM ship dates, an approximation of shelf life and the appropriate warranty time period. If the customer's proof of purchase indicates a warranty expiration date different than IBM records indicate, the valid proof of purchase documentation is the final authority, and will need to be submitted with the warranty claim.

Valid warranty claims include replacing defective parts, reseating loose connectors and non-customer level adjustments. Labor-only claims must include an explanation of the warranted service performed.

Items **not eligible** for warranty placed or reimbursement include, but are not limited to:

- *Physical damage as a result of abuse*
- *Normal wear and tear from usage*
- *BIOS updates, software diagnostics, operating system(s), applications*
- *Repairs associated with non-IBM options, adapters, and memory*
- *Installation, configuration, and setup*
- *Telephone support and customer training or consulting*

Note: ThinkPad notebook batteries have a one-year limited warranty.

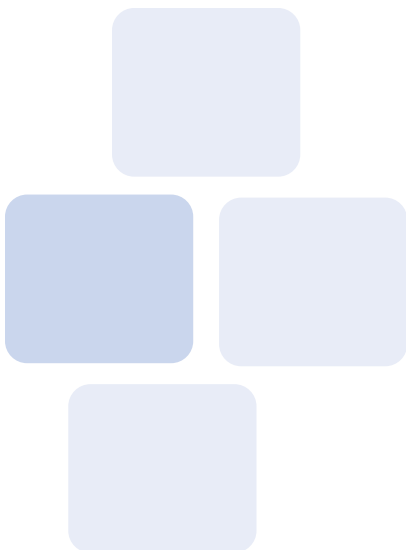
Claim reviews

IBM reviews warranty claims to determine whether they are properly completed and meet claim requirements.

IBM Agreement Compliance Team

A database analysis is performed for:

- *Claims submitted with multiple parts for the same repair situation*
- *More than one claim submitted for the same repair situation*
- *Excessive claims for the same machine type and serial number*
- *Improper use of Warranty Transaction Codes*
- *Commodity entitlement – IBM records serial numbers for all major components installed in systems at time of manufacture and audits for mismatches in filed warranty claims*

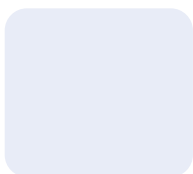


Records retention

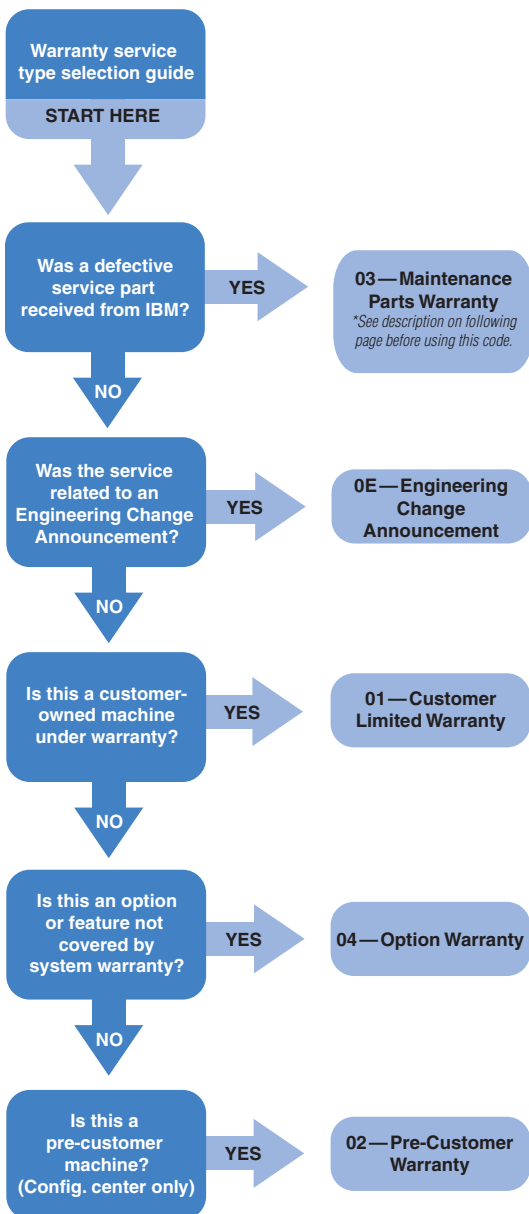
The IBM electronic warranty claim system, Eclaim, maintains warranty claim information for a minimum of three years. If a claim is properly documented in Eclaim, IBM does not require additional record retention. Warranty claims submitted through Eclaim must include:

- *Date the warranty service was performed*
- *Name and address of the end-user (including company name)*
- *List of the warranted part(s) replaced*
- *Machine type/model and serial number of the repaired product*
- *Technician name who performed the work*
- *A problem description and if appropriate, comments (this description must support the claim including any parts used)*

If a claim is not properly documented in Eclaim, a copy of the warranty claim and supporting documentation must be maintained at the submitting IBM Approved Servicer location for a period of three years from the warranty claim submission date. This documentation must be made available to IBM upon request.



Warranty service codes



01 Customer Limited Warranty is used to report defects during the product warranty on customer-owned products. This service type covers most warranty situations.

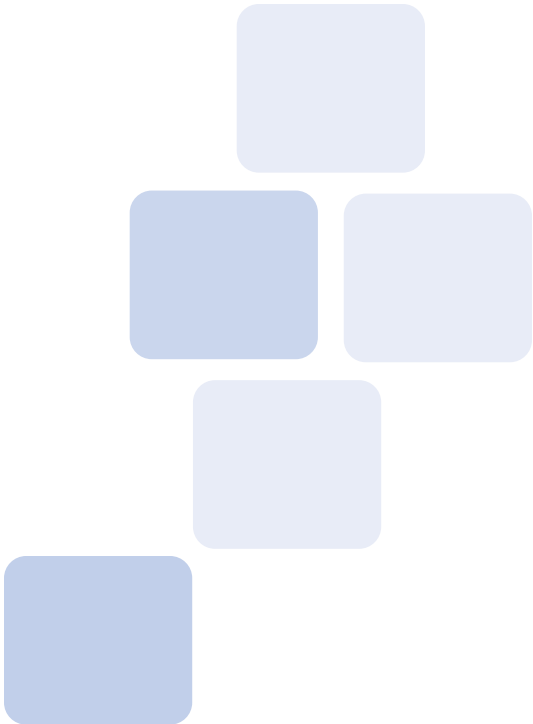
02 Pre-Customer Limited Warranty should be used by configuration centers for systems repaired prior to sale to an end user. Once the product has been delivered and ownership has passed to the customer, service type “01 Customer Limited Warranty” must be used.

03 Maintenance Parts Warranty is to report defective service parts received from IBM. It should be used only under one of the following conditions:

1. To replace defective service parts purchased from IBM or an approved IBM Business Partner for post-warranty service. Service parts carry a 90-day warranty. Proof of purchase is required. Labor reimbursement does not apply.
2. Replacement of a warranty part that was received defective on arrival (DOA) from IBM. You must submit a service type 03 claim within 10 days of the original warranty claim with machine type and serial number from the original claim to be eligible for labor reimbursement.

04 Option Warranty should be used to submit warranty claims for IBM options and adapters not covered by the host system warranty. Machine type OBIWxxx must be selected in Eclaim, where xxx indicates the option warranty period, 100 (1YR), 200 (2YR), 300 (3YR), 500 (5YR) or 999 (Lifetime). Proof of purchase is always required, except on lifetime warranty products.

0E Engineering Change Announcements should only be used for special warranty programs pertaining to ECAs. ECA information can be found on the IBM SPM site at: **ibm.com/pc/partner/spm**.



Warranty labor and travel reimbursements

Warranty labor reimbursement rates vary by product. These rates are available on the Eclaim Web site by selecting the “Machine Info” option. In addition, some products with warranty terms that include on-site service are eligible for technician travel if travel is required.

When submitting warranty claims, Eclaim should be coded as “C” for carry-in service (includes depot repair) or “O” for on-site service at a customer location. When submitting multiple claims for a single on-site service call with a technician at the same customer location (where the technician only traveled once), only one claim should be coded with an “O” for on-site service. The remainder of the claims should be coded with a “C” for carry-in service.

Multiple repairs within 30 days are considered a single incident and only one labor reimbursement will be paid. However, if a warranty part is received defective from IBM, both the original claim and replacement claim will be paid. The second claim must be submitted within 10 days as Service Type 03 (Parts Warranty).

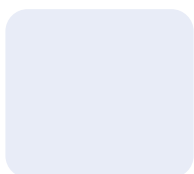
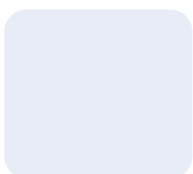
Customer Replaceable Units (CRU)

Product serviceability enhancements have led to increased use of Customer Replaceable Units (CRUs). These enhancements include onboard diagnostics, self-healing tools such as Config Safe, Rapid Restore and easy-to-replace, more accessible parts. All these improvements have resulted in products that are easier to diagnose and repair if a problem does occur.

Approved Servicers have direct access to CRUs via the normal warranty claims processes. For more details please visit our Service Support Guide at: **ibm.com**/pc/partner/spm.

Warranty claim highlights

- *IBM pays for shipping (inbound/outbound) for warranted replacement parts*
- *Same day shipment of available parts for claims submitted by 4p.m. local time*
- *Warranty claims must be submitted within 15 days of the service date*
- *Defective parts must be received within 30 days of IBM's shipment of replacement parts*
- *Eclaim is provided at no charge to IBM Approved Servicers*



Eclaim

Eclaim simplifies the processing of warranty related activities between IBM and IBM Approved Servicers. With Eclaim, you can accurately process, submit and track warranty claim activities for faster claim submission and processing, resulting in less errors and a lower cost of doing business. IBM Eclaim.com services include:

- *Electronic warranty claim submissions*
- *Warranty parts ordering*
- *Centralized claim processing*
- *Claim payment and labor reimbursement status and reports*
- *Machine and part information lookup*
- *Quarterly and monthly performance scorecards*
- *Verification of trained technicians*
- *Reports: multiple claim, usage and activity, warranty claim, monthly reimbursement*

Eclaim provides key entry audits, entitlement lookup and initiates warranted parts orders and labor reimbursement through an Internet connection. For more information about Eclaim, please visit wca.eclaim.com. Please have your Eclaim serial number and user ID and password for access.

Defective warranty part return

IBM provides preprinted shipping labels at no charge for the return of defective warranty parts. The majority of warranty parts shipped from IBM will have a preprinted return shipping label inside the box. For shipments not accompanied by a return label, it is important to maintain a supply of labels. Contact the Warranty Claims Center at 800 388-7080 to order return shipping labels. To ensure tracking and receipt of the defective part, it is important to use the supplied labels and keep the tracking number for your records.

When returning parts to IBM

Send parts showing a "Return" status within Eclaim to the IBM Warranty Claim Center.

- *Defective parts must be returned within 30 days of the shipment from IBM.*
- *Ship the part with a copy of the Parts Return Tag from Eclaim.com and/or clearly print the warranty claim number on the shipping label.*
- *Attach a copy of the proof of purchase if the machine needing repair was not entitled using the IBM database.*
- *Apply the bar code label and IBM account number to each package shipped.*
- *Call the carrier for package pick-up when part is ready for shipping.*
- *Return one part per box. For tracking purposes, please do not return multiple parts in a single box.*
- *Print the claim number on the shipping label and/or include a copy of the return tag/claim form with each part.*
- *If the defective part is late or not returned, IBM will charge a fee for transportation and handling in addition to the current servicer price.*

ThinkPad notebooks sent to EasyServ

IBM EasyServ repair is an option available for ThinkPad notebooks. Approved Servicercs may elect to send the system to the EasyServ repair depot on the customer's behalf. To initiate EasyServ service:

- *Contact the IBM Support Center at 800 IBM-PROD (426-7763).*
- *After problem determination, you will be assigned a case number and a shipping box will be delivered the following business day if the EasyServ request is made by 9 p.m. (EST).*
- *Fill out the enclosed inventory sheet and follow the instructions for pick up.*
- *The normal repair cycle is 48 hours plus one day each way for shipping.*
- *Submit a labor-only claim via Eclaim, use "service performed 5" and enter the IBM case number in the "case number" field.*

Shipping adjustments (Handships)

IBM has a process in place to correct shipping errors caused by IBM or IBM selected carriers. In the event an IBM Approved Servicerc or customer receives a replacement part that differs from the part ordered (with the exception of substitute parts), the Warranty Claim Center (WCC) will perform a handship to correct the error and reorder the correct replacement part. Call the Warranty Claim Center for assistance at 800 388-7080.

Emergency warranty parts program

Warranty parts orders for critical customer situations requiring Same Day availability may be placed for local pickup or courier delivery. IBM stocks parts at over 100 Parts Network Locations across the United States and Puerto Rico that can provide two-hour parts availability for most critical parts. **Emergency Warranty Parts Orders MUST be placed by calling the Warranty Claim Center at 800 388-7080. (Do not place the order via Eclaim).**

The claim center will identify the nearest Network Location, hours of operation and confirm parts availability for local pickup within one hour.

Allow one additional hour for order processing (two-hour total). Charges for use of same-day warranty parts support vary by the service required. Current services and fees are:

- *Local pick-up: For use by Approved Servicicers when parts pick-up is preferred. Cost for this service is \$12 per line item.*
- *Courier delivery: When the pick-up option is not feasible, delivery can be made to any location provided by the Approved Servicicer within a 50-mile radius of the Network Location. Cost for this service is \$60 per line item.*

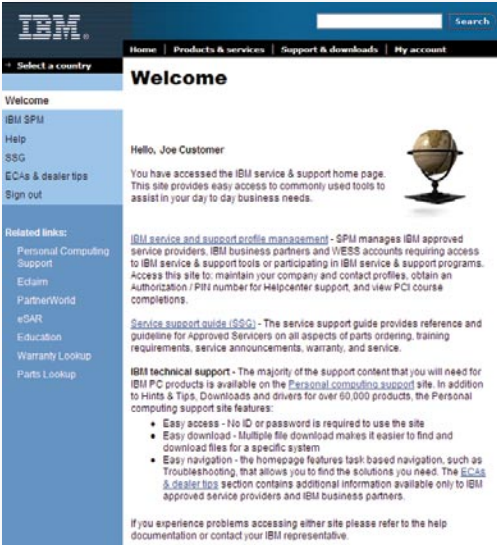
We value your opinion. Send your feedback about this guide to smc@us.ibm.com, subject: quick reference guide feedback.

IBM Service and Support Profile Management (SPM) Web site

The IBM Service and Support Profile Management (IBM SPM) site offers Business Partners and Approved Servicicers access to IBM technical information, Service Support Guide, ECAs, hints and tips, and links to other IBM technical sites.

Approved Servicicers can access information about their locations such as training records, and contact and company profile information.

To access the SPM please visit **ibm.com/pc/partner/spm**.



The screenshot shows the IBM SPM website home page. At the top, there is the IBM logo and a search bar. Below the logo is a navigation bar with links for Home, Products & services, Support & downloads, and My account. A "Select a country" dropdown menu is visible on the left. The main content area features a "Welcome" heading and a personalized greeting: "Hello, Joe Customer". Below the greeting, there is a globe icon and a paragraph of text: "You have accessed the IBM service & support home page. This site provides easy access to commonly used tools to assist in your day to day business needs." The page also includes several sections of text: "IBM service and support profile management" (SPM) manages IBM approved service providers, IBM business partners and WESS accounts requiring access to IBM service & support tools or participating in IBM service & support programs. Access this site to: maintain your company and contact profiles, obtain an Authorization / PIN number for Helpcenter support, and view PCI course completions. "Service support guide (SSG)" - The service support guide provides reference and guideline for Approved Servicicers on all aspects of parts ordering, training requirements, service announcements, warranty, and service. "IBM technical support" - The majority of the support content that you will need for IBM PC products is available on the Personal computing support site. In addition to Hints & Tips, Downloads and drivers for over 60,000 products, the Personal computing support site features:

- Easy access - No ID or password is required to use the site
- Easy download - Multiple file download makes it easier to find and download files for a specific system
- Easy navigation - the homepage features task based navigation, such as Troubleshooting, that allows you to find the solutions you need. The [ECAs & dealer tips](#) section contains additional information available only to IBM approved service providers and IBM business partners.

At the bottom, there is a note: "If you experience problems accessing either site please refer to the help documentation or contact your IBM representative." On the left side, there is a "Welcome" section with links for IBM SPM, Help, SSG, ECAs & dealer tips, and Sign out. Below that is a "Related links:" section with links for Personal Computing Support, Eclaim, PartnerWorld, eSAR, Education, Warranty Lookup, and Parts Lookup.



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03-04

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This publication is intended for use by IBM Approved Servicers in the USA. Other countries may have different processes, policies or procedures for providing warranty service.

This publication could include technical inaccuracies or typographical errors, in which changes would be incorporated in the next edition. IBM may make changes in the content of this publication and/or the products or programs described herein without notice.

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