

# ONSITE SERVICE REPAIR



## HOW DOES IT WORK?

Warranty upgrade to Onsite Service is an affordable solution that maximizes PC uptime and productivity by providing convenient, fast repair service at your place.

Lenovo will perform an initial problem determination remotely. Our repair service representative will work with you during the problem determination to identify whether the problem resides with your Lenovo machine, other machines or various software loaded on the machine. Lenovo will either repair or exchange the failing machine at your location and verify functionality.

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## BENEFITS

- Shortening downtime, maximizing productivity and hardware availability
- Fast access to technical help
- Saving your resources by having Lenovo support available to address your issues quickly

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## AVAILABILITY

Onsite Service is available for the following Idea and Lenovo branded notebook, desktop, All-In-One and Detachable models:

- Entry notebooks – all
- Mainstream notebooks – all
- Chrome notebooks - all
- Premium / Halo notebooks - all
- SMB Entry notebooks (V1XX – V3XX)
- SMB Mainstream notebooks (V5XX – V7XX)
- Desktop - all models
- All-In-One - all models
- Detachables - selected (MIIX 3XX, 5XX, 7XX- DXX)

This Service can be obtained at the time of purchase or within the term of initial base warranty coverage.

It is available in the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland and United Kingdom.

# CONSUMER & SMB PRODUCT PORTFOLIO

## ONSITE SERVICE REPAIR



### ENTRY NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0K75659
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0K75644
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0K75648
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0K75646
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0K75655

### MAINSTREAM NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0K75702
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0K75723
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0K75721
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0K75718
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0K75731

### CHROME NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0Q58820
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0Q58821
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0Q58817
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0Q58818
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0Q58816

### PREMIUM / HALO NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0K76362
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0K76349
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0K76356
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0K76340
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0K76342

### SMB ENTRY NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0Q81885
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0Q81866
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0Q81865
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0Q97825
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0Q97829

### SMB MAINSTREAM NOTEBOOKS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0Q81912
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0Q81892
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0Q81897
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0Q97827
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0Q97828

### DESKTOPS

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0K78482
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0K78470
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0K78490
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0K82805
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0K82801

### ALL-IN-ONES

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0K78511
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0K78513
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0K78516
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0K82798
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0K82803

### DETACHABLES

Base Warranty	Service Description	Part Number
1Y Depot	1Y Onsite upgrade from 1Y Depot	5WS0L09154
1Y Depot	2Y Onsite upgrade from 1Y Depot	5WS0L27373
1Y Depot	3Y Onsite upgrade from 1Y Depot	5WS0L09151
2Y Depot	2Y Onsite upgrade from 2Y Depot	5WS0L09152
2Y Depot	3Y Onsite upgrade from 2Y Depot	5WS0L09153

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