

Overview

Lenovo has made significant strides in PC product reliability and serviceability. These include enhanced onboard diagnostics, self healing tools such as Config Safe, Rapid Restore and easy to replace, more accessible parts. All of these improvements have resulted in products which are easier to diagnose and repair if a problem does occur. This results in faster repairs and decreased customer down time.

These enhancements enable Lenovo customers to complete repairs quickly and easily by replacing parts themselves, with telephone support from Lenovo and/or Lenovo Approved Servicicers. These parts are referred to as Customer Replaceable Units (CRU). The most recent announcement of the ThinkCentre line of products reflects these enhancements in that most parts within these products are CRUs. These CRU parts are available directly from the Lenovo Support Center or a Lenovo Approved Service Provider (ASP). This allows Lenovo customers to install replacement parts easily without having to wait for an on-site service call. Because of this advanced serviceability, many CRU parts like mice, keyboards, memory and disk drives are covered by a "CRU-only" warranty, which allows Lenovo to offer PC's at an affordable price and with reduced downtime if repairs become necessary. See below for warranty details.

What to Expect

Most systems contain parts which may be replaced by customers as CRUs, as well as parts which may not be replaced by customers. Lenovo has determined part categories based on ease of replacement and safety, and these categories are considered in establishing warranty reimbursements to ASPs. When calling for support, customers must follow the problem determination and resolution procedures that Lenovo specifies. A remote technician will attempt to make an initial diagnosis of the problem and help resolve the problem over the telephone. If the problem requires a part which is a CRU, Lenovo or an ASP may order the part and ship it directly to a customer for installation. If the customer encounters any problems installing a CRU part, one may call Lenovo or their ASP for remote assistance with installing these parts.

If a customer is unable or unwilling to install a part identified as a CRU, Lenovo or their ASP may install this part for them. This may be done at an additional charge, at the discretion of the Approved Service Provider. For customers who are not comfortable replacing CRU parts, service agreements upgrading repair service to on-site service may be available for purchase from Lenovo or ASPs.

If the part is one that requires an approved service technician to install, an ASP will order a replacement part and arrange a time to install the part in the system in accordance with the system warranty that the customer received, when they purchased the unit. Examples of these parts are system boards, processors, some power supplies and other parts which have not been approved as customer installable because of complexity or safety. For a complete list of CRU parts and parts requiring service from an approved service technician, please see the CRU table in Eclaim (Filename: ICRUFRU.DBF)

Parts Accountability

Depending on the type of CRU, the defective part may or may not need to be returned to Lenovo. If the part is returnable, customers are expected to return the defective part at the time Lenovo delivers the replacement part to them. The ASP can find a complete listing of which parts are returnable in Eclaim using the Database – Parts option.

Reference

For the complete terms of the warranty for a particular machine, please refer to the Statement of Limited Warranty located at www.lenovo.com/think, located in product announcements.