

Lenovo, Channel Service and Support

# Warranty Service Provider Program Update for Lenovo Business Partners

Questions and Answer April 25th, 2005



# Question and Answer

## Lenovo Relationship

Q1. How does IBM's sale of PCD to Lenovo affect my Service location?

A1. Your Business Partner Agreement with IBM relating to PC products and services will be partially assigned to Lenovo when closing conditions are satisfied and the sale of the PC Division in your country is completed. Lenovo will process warranty reimbursements using existing Eclaim systems and work closely with IBM.

Q2. What is meant by the phrase "contract assignment"?

A2. Contract assignment is the act of transferring the rights and obligations of a contract to another party.

Q3. Will I get new contracts?

A3. The partial assignment results in two distinct but identical sets of base contract terms going forward, one set with IBM or its affiliate for those products and services that will continue to be available from IBM and the second set which after the closing, will be with the applicable Lenovo organization or subsidiary for Lenovo PC Products and Services. You will not receive a new set of base contracts terms during the initial months after closing.

Q4. Do I have to sign a new contract or go through a re-approval process to remain a Business Partner to Service Lenovo products?

A4. No, you do not have to sign any new contracts or undergo any re-approval processes.

Q5. Which products does this transition affect?

A5. PC products including by not limited to IBM ThinkCentre, Desktops, ThinkPads and related Monitors, Accessories and Options.

## Question and Answer

### What stays the same?

Q6. Will the warranty claim process change?

A6. No, Eclaim is planned to continue to be the system for processing Business Partners claims.

Q7. How will I obtain technical Support?

A7. You will continue to call, in the US, 800 426-PROD and in Canada 800 505-1855 to get technical phone support.

Q8. Will my current authorization code and PIN numbers continue to be valid and allow me access to technical and training support?

A8. Yes, you will continue to use the same authorization code and PIN.

Q9. Will the Service Management Support Center (SMSC) continue to provide non-technical support for Business Partners?

A9. Yes, the SMSC will continue to be available and will become part of Lenovo.

Q11. Will Parts support change?

A11. No, parts are planned to continue to be obtained using the current parts procedures and IBM distribution systems. This includes warranty parts and purchased parts.

## Question and Answer

Q12. Will there be a Premier Conference in the future?

A12. The 2005 BP conference is scheduled for May. Lenovo is planning to host future conferences but this will be evaluated each year as it is now.

Q13. Will I still have an annual renewal fee?

A13. Yes, Lenovo plans to continue to have an annual renewal fee for Lenovo partners.

Q14. Will I continue to have an assigned Service Consultant?

A14. Yes, Lenovo will have assigned Service Consultants.

Q15. Will my support tools and databases change (i.e. SPM, Eclaim, eSMART, etc.)?

A15. Lenovo will evaluate the tools available while minimizing changes for 2005.

Q16. Will there be Engineering Changes and Service Tips for Lenovo products?

A16. Yes, Lenovo will continue to publish Engineering Changes and Service tips as required.

Q17. Will I continue to get plaques, brass tags and training certificates from Lenovo?

A17. Yes, this is a US program but is being explored for North America in the future.

Q18. Will I get a Premier Service Provider plaque?

A18. Yes, if you achieved the required level of performance as defined in SSG.

## Question and Answer

Q19. Will I continue to get warranty referrals from Lenovo?

A19. Lenovo will list authorized Service providers on the BP Connections website.

Q20. Will Thinkpads continue to be eligible for **EzServe** Service?

A20. Yes, BAU process.

Q21. How will I determine if a system is in warranty (Lenovo or IBM)?

A21. Eclaim will continue to provide warranty entitlement for both IBM products and Lenovo products.

Q22. Will Lenovo continue to have warranty compliance reviews?

A22. Yes, compliance reviews will continue for both IBM and Lenovo products serviced.

Q23. Will Product warranties change?

A23. There will be no changes to current products. Future product warranties are unknown at this time.

Q24. Will the current IBM warranty training courses continue to meet the training requirements for doing service on IBM PCs and Lenovo products?

A24. Yes, RDC and RTC product training courses and applicable classroom courses will meet the current training requirements but updates will be needed over time. Updates normally occur approximately once a year.

## Question and Answer

### What changes?

Q25. Will I keep my same location ID?

A25. Yes. However, a second location ID will be assigned to you but you should not use it until you receive further notice. In the future, you will be asked to file IBM xSeries claims on one location id and PC Products claims on the other.

Q26. Does my warranty reimbursement change?

A26. No, however, you will receive two reimbursement checks or Electronic Funds Transfers. One check will reimburse you for warranty work done on IBM systems sold prior the official sale of PCD to Lenovo (2nd Quarter 2005) and a second check for warranty work done on systems sold by Lenovo.

Q27. Will I be able to sell and service for ServicePacs?

A27. Yes, as defined under the current program announced in July 2004. However, Lenovo will be announcing a new Service offerings for Lenovo products – ThinkPlus Services. Lenovo customers will have the option to request a Business Partner to deliver the upgraded or extended service options at time of purchase for products sold after transition date.

Q28. Will Lenovo sell warranty and maintenance upgrades?

A28. Yes, Lenovo will sell warranty and maintenance upgrades for systems sold after the transition under the new ThinkPlus Services offering, rather than IBM ServicePac. An IBM ServicePacs will be sold for products sold prior to the sale of PCD to Lenovo.

## Question and Answer

### What changes?

Q29. Where can I find the listing of the Lenovo ThinkPlus part numbers that mirror the IBM ServicePac numbers?

A29. Lenovo will have unique part numbers for each ThinkPlus service that will correspond to the IBM ServicePac part numbers. This information will be available on a website [www.lenovo.com/think/support](http://www.lenovo.com/think/support) and can be obtained electronically by sending a note to [Thinkpls@us.ibm.com](mailto:Thinkpls@us.ibm.com) after the announcement date.

Q30. Will IBM continue to sell ServicePac offerings that compete with Lenovo Service offerings?

A30. IBM does not intend to compete with Lenovo on PC, monitor and mobile offerings and will withdraw their ServicePac offerings over time for ThinkPad, ThinkCentre, and ThinkVision products that competes with Lenovo Service. IBM will continue to offer IBM ServicePacs offerings for other platforms, such as xSeries, storage products, retail store systems and printers.

Q31. Will Business Partners be able to sell both ThinkPlus and ServicePac services?

A31. Beginning the day after the transition from IBM to Lenovo, Business Partners will be able to sell both IBM and Lenovo services. Business Partners should sell the Lenovo ThinkPlus services on products sold after the sale completes. Products sold prior to the sale completion date should Business Partners should sell the IBM ServicePacs.

## Question and Answer

# What changes?

Q32. How will Business Partners tell if the system involved is considered an IBM or Lenovo system if they are selling a warranty upgrade services, after the product's initial sale?

A32. Business Partners can check the warranty status in Eclaim or go to the website to verify warranty information at:

<http://www.ibm.com/pc/support/site.wss/product.do?template=%2Fwarranty%2Fwarranty.vm&sitestyle=ibm>

**Procedure:** Subtract the warranty period (ex. 3 year warranty) from the warranty end date listed (ex. May 2<sup>nd</sup> 2008) to determine when the Product was sold (May 2<sup>nd</sup> 2005) and if the date is before or after the close of Sale date for Lenovo (ex. May 1<sup>st</sup>), this date will determine which Service upgrade to sale. i.e. ThinkPlus or Service Pac. The May 2<sup>nd</sup> 2005 example would require a Lenovo ThinkPlus offering be sold if the close date was May 1<sup>st</sup>.