

## Lenovo e-ServicePac On-Site Repair (10N3281)

Lenovo e-ServicePac On-Site Repair - Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: 4 h - for Storage Enclosure 1735



## Services

Lenovo e-ServicePac is an Internet-enabled registration tool that offers increased flexibility and availability of service to customers and business partners. It offers e-ServicePacs to provide warranty services for PC servers, desktop and mobile product lines. This solution provides customers with the quick activation of IBM services, simple procedure for business partners or end users logging onto an IBM Internet site, a single authorization number allowing a customer to activate multiple machines for easier reference when requesting service and attachment capabilities to eliminate need for duplicate data entry.

### Key Selling Points

Extended service agreement for complete peace of mind  
Includes both parts and labor for support  
On-site repair service minimizes downtime

### Product Features

**On-site support**  
Experience the convenience of on-site service with Lenovo e-ServicePac. This extended service agreement ensures that both parts and labor are covered, providing peace of mind and minimizing downtime for repairs.

**Comprehensive coverage**  
Lenovo's On-Site Repair service offers support, including both parts and labor under the extended service agreement. This coverage ensures your product is maintained to high standards with minimal hassle.

### Main Specifications

|                      |                                                                                     |
|----------------------|-------------------------------------------------------------------------------------|
| Product Description  | Lenovo e-ServicePac On-Site Repair - extended service agreement - 3 years - on-site |
| Type                 | Extended service agreement                                                          |
| Service Included     | Parts and labour                                                                    |
| Location             | On-site                                                                             |
| Full Contract Period | 3 years                                                                             |
| Response Time        | 4 hours (target time)                                                               |
| Service Availability | 9 hours a day / 5 days a week                                                       |
| Designed For         | Storage Enclosure 1735                                                              |

### Extended Specification

#### General

|                      |                               |
|----------------------|-------------------------------|
| Service Included     | Parts and labour              |
| Location             | On-site                       |
| Full Contract Period | 3 years                       |
| Response Time        | 4 hours (target time)         |
| Service Availability | 9 hours a day / 5 days a week |

#### Details

|                   |                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service & Support | Extended service agreement - parts and labour - 3 years - on-site - response time: 4 h - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

### Compatibility Information

|              |                            |
|--------------|----------------------------|
| Designed For | IBM Storage Enclosure 1735 |
|--------------|----------------------------|