

Smarter  
technology  
for all



# Lenovo Education Warranty



## Smarter Education, Smarter Warranty

Whether in bustling classrooms or dynamic outdoor environments, students and educators are constantly on the go. Lenovo's Education Warranty, meticulously designed to meet demand, guarantees peak performance for your machines.

This cost-effective solution caters specifically to the education sector, freeing you to concentrate on your core mission—learning and teaching. Don't miss out on this invaluable warranty; equip yourself today!



## Why choose Lenovo Education Warranty?

FEATURES	Basic Support	Standard Education Warranty Onsite	Advanced Education Support Warranty Onsite
Call Centre support for basic troubleshooting, out-of-the-box support and technical issues	✓	✓	✓
Onsite Support	X	✓	✓
Damage Warranty from use including impact, liquid, & electrical surges (excluding accessories & peripherals)	X	✓	✓
1 x Replacement Device (if machine is deemed beyond economical repair & not caused by manufacturer fault)	X	✓	✓
Technical support available	Level-1 Basic Support	Level-1 Basic Support	Advanced Level Technicians
Available through phone and email	9am to 5pm AEST	9am to 5pm AEST	7am to 7pm AEST
Single resource for hardware and OS support (Google Chrome)	X	X	✓
Next-business-day best effort onsite labour & parts prioritization	X	X	✓
Technical Account Managers for proactive escalation management	X	X	✓
Onshore L2/L3 support for complex issues	X	X	✓

## Flexibility that meets your needs



### Repair at Customer's location

Onsite – Parts and labour repair coverage, where labour is provided onsite at the customer's place of business, school or home. If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone, or with a customer replaceable unit (CRU) part, a technician will be dispatched for an onsite repair



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### Cost savings

Minimize unplanned operating and maintenance expenses



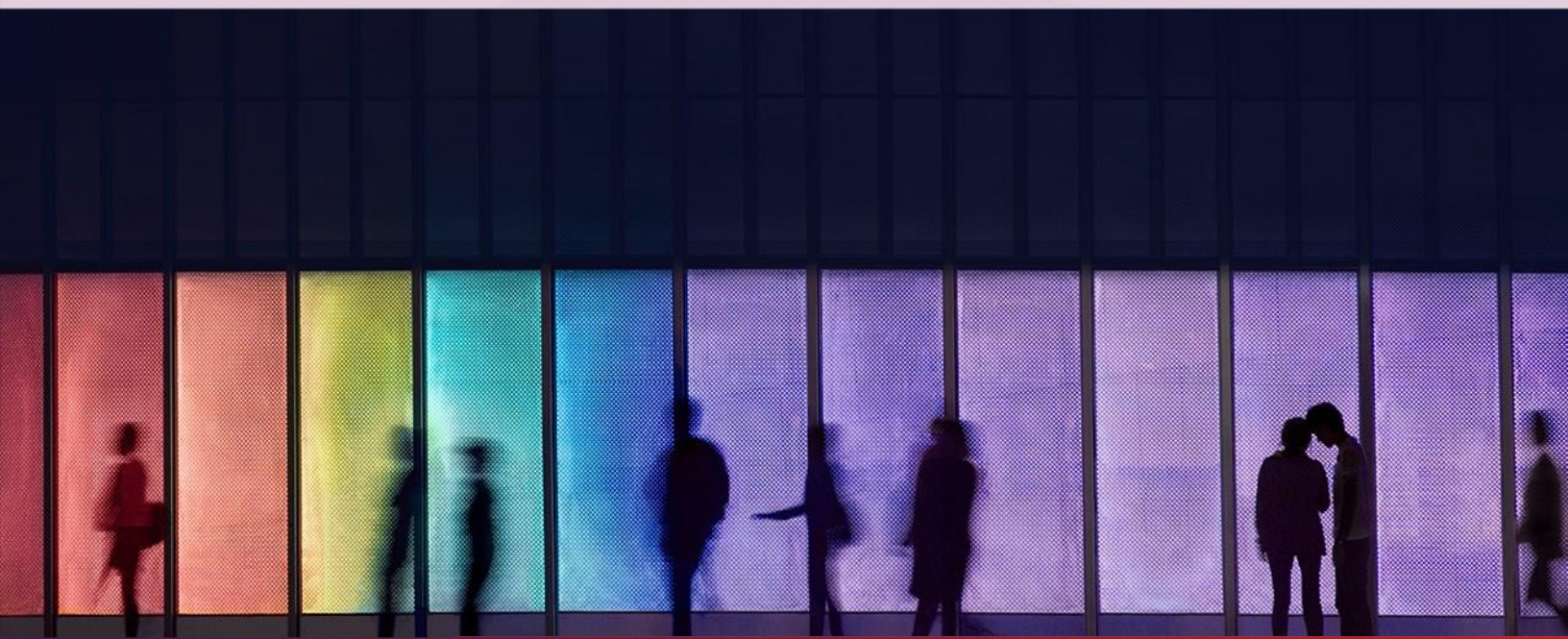
### Shortened repair and downtime

Convenient Education Support and Onsite warranty



**Need-based customization** Lenovo's flexible warranty options are designed to fit the varying needs within an organization. Match service coverage duration with the expected lifecycle of your PCs

Lenovo



**Speak with your Lenovo Representative today** to learn more about Lenovo Education Warranty

Lenovo Education Warranty July 2024 Scope of Service  
(Please refer Lenovo Education Warranty T&Cs 27062024 for detailed information)

This warranty offering covers damage arising from use, including Impact damage, Liquid damage, Electrical surges. All parts and labour costs are covered under this warranty (excluding accessories & peripherals)

Warranty Claim Process: To initiate a Warranty Claim under this package: 1. Provide details about the incident, including location and time, 2. Furnish a thorough description of the event, 3. Include a photo of the affected device

Replacement Product Limitation: Only one replacement product is allowed. If the cost per Warranty Claim or per product exceeds the original product price, Lenovo will replace the product at their discretion.

Purchase Window: Lenovo Education Warranty can be purchased within 30 days from the hardware purchase date.

Service Entitlements: The service for the Lenovo Education Warranty Replacement product aligns with the remaining service term of the original product (if any)

Eligible Models: Lenovo Education Warranty is available for purchase only on selected Education Models: TP Entry, TP Mainstream, SMB Entry, SMB Mainstream

Service Availability: Service is available in the country or region where Education Warranty coverage is purchased. Coverage is not transferable if the system travels to another country.

If entitled to onsite warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired onsite, the Service Provider will repair or exchange your product at your location. Some repairs may be completed at a service centre; if so, the Service Provider will send the product to the service centre at its expense. If repair cannot be completed at the first onsite visit, the system will be shipped to Lenovo's Service centre. Onsite service may not be available in all regions.

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