Smarter technology for all

CID ISSUES AND GUIDELINES

Participant Guide





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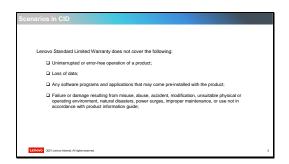
Welcome again!! You might wonder what's this topic is all about. Well! Here we are. In this course, we'll learn how to

- Explain the CID
- Identify the scenarios
- Identifying CID
- Discuss the Rescue lens
- Relate the situation with case studies

Let's begin



- CID is Customer Induced Damage.
- Lenovo receive claims under warranty for products which have failed due to reasons not covered by the Lenovo Standard Limited Warranty.
- One of the main causes of product failure which is not covered by warranty is when the damage is customer induced.
- The following is a non-exhaustive overview of customer induced damage and the causes.

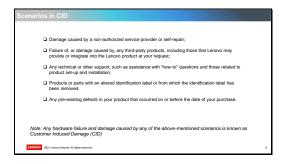


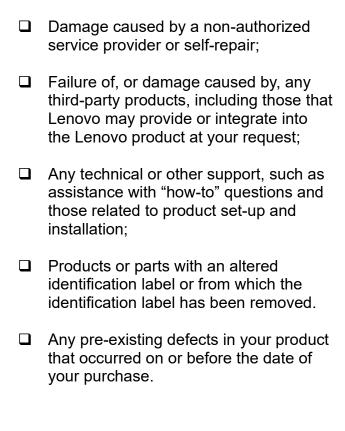
Lenovo Standard Limited Warranty does not cover the following:

| Ininterrupted or error-free operation of

Uninterrupted or error-free operation of a product;
Loss of data;

- Any software programs and applications that may come pre-installed with the product;
- Failure or damage resulting from misuse, abuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, or use not in accordance with product information guide;





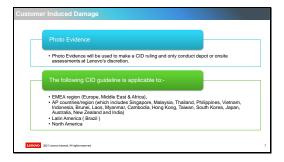
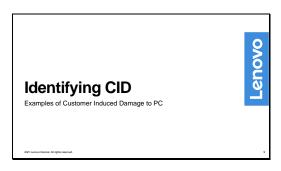


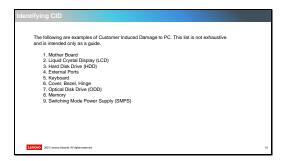
Photo Evidence will be used to make a CID ruling and only conduct depot or onsite assessments at Lenovo's discretion. The following CID guideline is applicable to:-

- EMEA region (Europe, Middle East & Africa),
- •AP countries/region (which includes Singapore, Malaysia, Thailand, Philippines, Vietnam, Indonesia, Brunei, Laos, Myanmar, Cambodia, Hong Kong, Taiwan, South Korea, Japan, Australia, New Zealand and India)
- •Latin America (Brazil)
- North America



- ✓ In some regions, Lenovo sells an optional service offering that covers accidental damage to machines which is not covered under the Standard Limited Warranty.
- ✓ Examples of accidental damage includes liquid spilled on or in unit, drops, falls and other similar impact, electrical surge, damaged or broken LCD, accidental breakage (multiple pieces).





The following are examples of Customer Induced Damage to PC. This list is not exhaustive and is intended only as a guide.

- 1. Mother Board
- 2. Liquid Crystal Display (LCD)
- 3. Hard Disk Drive (HDD)
- 4. External Ports
- 5. Keyboard
- 6. Cover, Bezel, Hinge
- 7. Optical Disk Drive (ODD)
- 8. Memory
- 9. Switching Mode Power Supply (SMPS)



Surface glass crack



The internal glass has cracked and has liquid crystal inside the display panel along the crack.



Internal crystal liquid cell damage, shape or location might vary, and the color is white



Internal crystal liquid cell damage, shape or location might vary, and the color is black.



Surface scratch on surface panel. Defects not caused to the surface scratch will not be considered as CID.



Liquid Spillage can be found when the light is on or even the PC doesn't boot successfully.



Corrosion can be found on LCD



S/N label is damaged or tampered - unable to confirm the machine's original S/N label. Foil damage or leaked dust into the HDD.



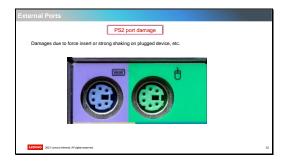
Connector broken or pin damage due to rough handling.



Unauthorized disassembly, unauthorized fix attempt, or PCB scratches due to improper handling.



Damages due to force insert or strong shaking on plugged device, etc.



Damages due to force insert or strong shaking on plugged device, etc.



Damaged due to force removal, causing the cable to be loose and unable to be hooked back to the port.



Damages due to force insert or strong shaking on plugged device, etc.



Damaged due to force insert or wrong battery type, etc.



Damaged due to force insert, wrong cable type and/or rough handling, etc.



Keyboard key cap missing, broken or other physical damage.



Key Sticky due to liquid spillage.



Keyboard cable broken induced by improper repair (add RAM / change HDD).



Touchpad surface peel off/wear off.



Cover bezel broken due to external force.



Cover bezel corrosion due to liquid spillage.



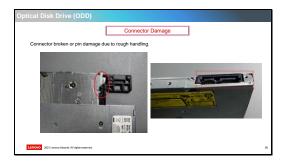
Hinge damage due to drop, strong hard force, wrong opening angle, etc



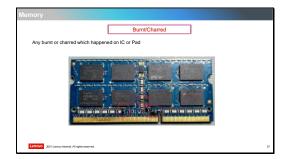
S/N label is damaged or tampered - unable to confirm the machine's original S/N label. Foil damage or leaked dust into the HDD.



Case or tray bend/broke/dent or due to rough handling.



Connector broken or pin damage due to rough handling.



Any burnt or charred which happened on IC or Pad



Any corrosion or rusted happened on IC or Pad



Data transfer pad damage or any damage/missing on the component.



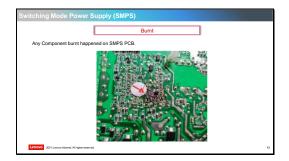
Connector broken or cable cut/missing due to improper handling.



Inerasable corrosion can be found on the SMPS.



Any broken or bent happened on the SMPS case due to external force.



Any Component burnt happened on SMPS PCB.



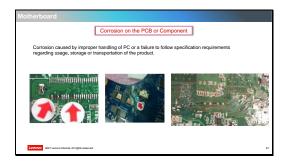
Components missing or soldering parts damage/PCB distortion due to improper handling or unauthorized repair or rework.



PCB(Printed Circuit Board) distortion, damage or surface scratch due to improper handling or unauthorized repair.



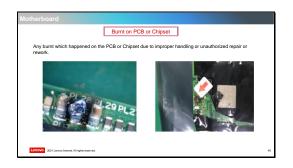
PCB damage or scratch



Corrosion caused by improper handling of PC or a failure to follow specification requirements regarding usage, storage or transportation of the product.



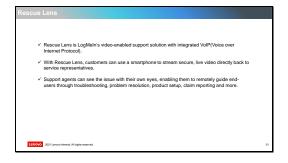
Internal port broken or connector's pins damage due to improper handling.



Any burnt which happened on the PCB or Chipset due to improper handling or unauthorized repair or rework.



S/N label is damaged or tampered - unable to confirm the machine original S/N label.



- Rescue Lens is LogMeIn's video-enabled support solution with integrated VoIP(Voice over Internet Protocol).
- ✓ With Rescue Lens, customers can use a smartphone to stream secure, live video directly back to service representatives.
- ✓ Support agents can see the issue with their own eyes, enabling them to remotely guide end-users through troubleshooting, problem resolution, product setup, claim reporting and more.



It is always recommended to use the Recuse Lens which would help you in several cases. Some of them are:

- Customer lack technical knowledge, thereby user unable to explain the issue.
- > Reduce effort a customer has to exert to get an issue resolved.
- Suspicious cases to Curb fraudulent transactions & Pilferage.
- > Capture snapshots on ADP Claims to ensure required part are dispatched.

