**Base Warranty Overview**

Lenovo's base warranty is a standard warranty that comes with all Lenovo devices. It guarantees the product has**no defects linked to manufacturing, materials, or functionality**. The base warranty covers repairs, replacements, or refunds for hardware problems that **occur under normal use** during the coverage period.

Examples of what the base warranty may cover are:

* Battery that won't charge
* Faulty hard drive
* Malfunctioning keyboard

Flip the cards below to learn more about the base warranty.

Coverge priod  
**The Coverage begins on the date of purchase and lasts from 1-5 years, depending on the customer entitled to the device, depending on the device and region.**

**Country regulation**

**Warranty service may not be available in all locations and may differ from location to location.**[**The base warranty will follow the consumer laws and regulations of the country from which the product was purchased.(opens in a new tab)**](https://support.lenovo.com/sg/en/solutions/ht100140)

Click to flip

Services  
**The different kinds of service the customer can opt for repairing his product are as follows:**

* **Depot service**
* **Carry-in service**
* **Onsite service**
* **CRU service**

**Base Warranty Limitations**

There are **limitations to what the base warranty covers,** such as Customer Induced Damage (CID).

Here are some examples which are not covered under the Base warranty.

1. **Customer Induced Damage** (e.g., liquid spillage or broken display)

2. **Damage caused by unauthorized repair** (e.g., an unauthorized service provider causes structural damage while trying to repair the device)

**Note: Regarding out-of-warranty/ Billable service**

* Customers can get their products repaired at their own expense.
* Billable service differs market by market.

**Types of Service Delivery**

This lesson describes the four types of service delivery that come with the base warranty:

* bullet

**Customer Replaceable Unit (CRU)**

* bullet

**Customer Carry-In Service (CCI)**.

* bullet

**Depot Service (DEP)**

* bullet

**On-site Service (ONS)**

**Customer Replacement Unit (CRU)**

A customer replaceable unit (CRU) is a part that the customer can **replace themselves, without the assistance of a technician**. CRUs are mailed to the customer with instructions to remove the old part and install the one.

Click on the "(+)" sign to know more about the CRU process.

**Customer Carry-in (CCI) Service**

With Customer Carry-In Service (CCI), the customer **takes their device to a service center for repair and retrieves it when it's finished**. The repair takes place locally, so no transport of the device is required.

Click on the "(+)" sign to know more about the CCI process.

**Depot Service**

The customer sends his product to the Lenovo depot for repair.

Click on the "(+)" sign to know more about the depot process.

**Different types of Depot services**

There are different types of Depot services. The service provided to the customer **depends on the region and also the product they purchased**. The Table below lists the different types of Depot services and **who is responsible for packing, shipping, and service of the product.**

**Lenovo On-site Service**

With On-Site Service (ONS), an authorized service provider comes to the customer to repair the device. The customer does not have to go anywhere or ship their device for it to be repaired.

Click on the "(+)" sign to know more about the On-site process.

**Lesson 2- Overview of Warranty Upgrades**

**Lesson 3 of 8**

**What is a warranty upgrade?**

Warranty upgrades are designed to upgrade the level of coverage as well as the length of the customer base warranty. They are available for periods of up to 5 years.

A customer can purchase an upgrade at any time **while their base warranty is still active**.

However, we recommend customers purchase an upgrade within ninety (90) days of buying their product in order to get the most out of their upgrade.

Some specific upgrades, like Accidental Damage Protection, must be purchased within the first ninety days.

**Common Warranty Upgrades**

Lenovo offers a variety of warranty upgrades for its customers. Some common upgrades include:

**Keep Your Drive (KYD)**

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Lenovo replaces a defective hard drive under warranty and returns the defective drive to the customer.

•Both Solid State Drives (SSD) and hard disk drives are covered by KYD. Some models also require an upgrade to On-site service when the SSD is soldered to the system board

•Confidential information remains with the customer

Available for Lenovo™ ThinkPad®, ThinkCentre® and Think Station® products.

**Sealed Battery Warranty**

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A sealed battery is an integrated battery that cannot be replaced by the customer. It is known as a non-CRU (non-Customer Replaceable Unit).

This means that battery replacement requires either sending the product to a repair center or Onsite service by an authorized technician.

•Sealed Battery Warranty Extension is an additional warranty service designed especially for sealed battery technology PCs.

**Accidental Damage Protection (ADP)**

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Customers can purchase a warranty upgrade to cover (unintentional) customer-induced damages. This additional protection covers damage from accidental drops, spills, and electrical surges.

**Note: More details will be shared in the Warranty upsell program.**

**International Warranty Service (IWS)**

With International Warranty Service, customers can receive service when in another country, if needed.

Every commercial Lenovo product is automatically entitled to IWS.

**Example:**Michaela purchased a ThinkPad Z13 in the United States but has traveled to Brazil for work. IWS provides Michaela with access to services based on Brazil's scope of support.

**International Warranty Service (FAQ)**

**Does my customer need to register with IWS?**

–

IWS does not require registration.

**How do I know if my customer's machine is covered under IWS?**

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You can ask the customer to provide the serial number.

**How to look-up if the machine is covered under IWS in eSupport**

–

* Go to support.lenovo.com
  1. Enter the customer system product name, serial number, or machine type in "Find Your Product"
  2. Select "International Warranty Services" within "Warranty & Repair"
     + For [THINK-brand International Warrnaty Service(opens in a new tab)](https://pcsupport.lenovo.com/us/en/iwslookup#/thinkpad)
       - Enter the 4-digit machine type and click submit button. A list of countries and service information is provided.
     + For [IDEA-brand International Warranty Service(opens in a new tab)](https://pcsupport.lenovo.com/us/en/iwslookup#/thinkpad)
       - International Warranty Service information is provided.

**Locate Think-brand IWS Details**

Customers can find IWS details on eSupport. They can search by country/ region to see what is specifically available in their area.

The following screenshots show how to look up this information.

**Post Warranty**

Post Warranties extend the same terms and conditions after the Base Warranty or Warranty Upgrade expires. They are available for periods of up to two (2) years.

This table summarizes the main differences between warranty upgrades and post warranties.

Warranty Upgrades

Start on the System's Base Warranty start date

Must be purchased while the Base Warranty is active

Available for periods of up to five (5) years

Diverse range of coverage

Cannot be upgraded before the warranty expires

Post Warranty

Start on the Service purchase date or when the current active Warranty expires

Can be purchased after the Base Warranty expires

Available for periods of one (1) and two (2) years

Limited range of coverage

Can be upgraded before the warranty expires  
**Lesson 3 - Warranty for Accessories**

**Lesson 4 of 8**

**Accessory Warranties**

So far, we've covered warranties, services, and upgrades for devices such as notebooks and desktops. But what about accessories?

Lenovo provides warranties for accessories, but the coverage and service process varies depending on the type of accessory:

**Bundle**

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**Definition:**

Bundle accessories **are included with the product.**

*Example. A mouse and keyboard come as part of a desktop purchase.*

**Warranty Details:**

Bundle accessories carry the **same warranty terms as the product**, including upgrades. For example, if the product has a 1-year warranty, the accessory also has a 1-year warranty.

**Service Process:**

To replace a Bundle Accessory, the customer only needs to contact the CEC. The invoice does not need to be validated by the agent.

**Additional**

–

**Definition:**

Additional accessories are not included with the product but **are purchased at the same time**(i.e., the accessory and the product are on the same receipt.)

*Example: An external mouse for a laptop.*

**Warranty Details:**

Additional accessories are **covered for one year**. A covered accessory can be replaced using its part number (PN).

**Service Process:**

To replace an additional accessory, the customer contacts the CEC, and the agent must:

1. obtain a proof of purchase (POP) to confirm the accessory was purchased with the computer, and
2. log the request with the serial number of the computer and a copy of the POP

**Stand-alone**

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**Definition:**

Stand-alone accessories are purchased at a **different time than the product** (i.e., they are on different receipts.) *Example: A docking station for a laptop.*

**Warranty Details:**

Stand-alone accessories are **covered for one year**and can be replaced while under warranty.

**Service Process:**

Some stand-alone accessories have serial numbers (e.g., docking station), while others do not (e.g., mouse).

1. With serial number: You can process the replacement at the customer's request.

2. Without serial number: Advise the customer to contact the point of sale (POS) for a replacement. **Note:** This process might differ by country.

**Lesson 4 -Additional Services**

**Lesson 5 of 8**

**Additional Services**

The additional services are provided by Lenovo to their valuable customers. The expert technicians provide a fast and rapid service for their products. There are 2 kinds of additional services provided by Lenovo.

Continued

**Premier Support**

**Premier Support is for Commercial devices like Thinkpad etc.**

The customer is provided with a direct line to talk to the expert technician. The technician will be measured on the basis of first-time fixes.

**The features of Premier Support are as follows**

* A technical account manager is assigned as the single point of contact to manage a case.
* There is a Single point of contact for E2E cases and escalation.
* The technician is assigned to the On-site repair on the next business- day.
* Prioritized parts access.

Continued

**Premium Care**

**Lenovo provides 24/7 customer support to their customer with a faster resolution to their issues.**

This support is available for consumer devices. The customer can connect with the expert customer support service directly.

**The features of Premium Care are as follows:**

* A fast solution to the problem
* The PC health check is available
* On-site support on the next business day
* **Lesson 5 - Locate Warranty Details**
* **Lesson 6 of 8**
* **How to Find Warranty Details**
* The details of the customer can be checked in 2 places.
* 1. MSD view
* 2. E-support view
* Continued
* **Warranty Details: MSD View**
* Let's look at the video to see how we can access the customer information on the warranty.

Here is a summary of the main points:

**Base warranty**

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* comes with newly purchased products
* is limited to manufacturing defects

**Types of service delivery**

+

**Common warranty upgrades**

–

1. Keep Your Drive (KYD)

2. Sealed Battery Warranty

3. Accidental Damage Protection (ADP)

**International Warranty Service**

–

* comes with every commercial Lenovo product automatically
* provides service when in other countries
* based on that country's scope of support

**Types of accessories**

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1. Bundle- come with product

2. Additional- purchased at the same time as the product

3. Stand-alone- purchased at a different time than the product

**Additional services**

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1. Premium Care- consumer products

2. Premier Support- commercial products

**Where to find warranty details**

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1. MSD

2. Lenovo e-Support

**Warranty Details: E-support View**

The E-support page will help you view the details of the warranty. The customer can also view this page to view the details of their warranty. You can share this information to the customer so that they can use this in future.