

Smarter
technology
for all

Lenovo

Lenovo

Education Warranty

Protecting Devices from the Unexpected



Smarter Education, Smarter Protection

Whether in classrooms or outdoor settings, students and teachers are continually on the move, heightening the risk of accidental damage to their learning devices.

Lenovo Education Warranty offers peace of mind about potential device damage, repair cost, and warranty coverage, letting you focus on what you do best – learning.

Learning doesn't pause for device breakdowns. Time to arm yourself with Lenovo Education Warranty.



Why choose Lenovo Education Warranty?

FEATURES	Basic Support	Standard Education Warranty Onsite	Advanced Education Support Warranty Onsite
Call center support for basic troubleshooting, out-of-the-box support and technical issues	✓	✓	✓
Onsite Support	X	✓	✓
Covers Drops, spills, bumps, and structural damage	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 onsite labor & 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 labor repair coverage, where labor 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

Lenovo Warranty



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

What does the **Lenovo Education Warranty** cover?*



Drops, liquid spills, bumps and structural failures



Damage to the integrated LCD screen



Electrical surges

Smarter is protecting devices from the unexpected.

Speak with your **Lenovo Representative** today to learn more about Lenovo Education Warranty and more Lenovo Support & Protection Services.

Lenovo Education Warranty Service. AP Services. March 2024.

* Source: Lenovo repair statistics, April 2019. Not available in all markets.

Not covered by Education Warranty: cosmetic damage (scratches, dents, or cracks not affecting product functionality or structural integrity); equipment loss or failures due to use outside normal operating conditions; data loss or business interruption; intentional damage and misuse; removal or alteration of parts/accessories; theft; fire damage; damage to peripherals or third-party products (even if sold by Lenovo).

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 center; if so, the Service Provider will send the product to the service center at its expense. If repair cannot be completed at the first onsite visit, the system will be shipped to Lenovo's Service Center. Onsite service may not be available in all regions.

Limitation of one replacement product. If the cost per claim exceeds the price of the product, the product will be replaced at Lenovo's discretion.

Service available in the country or region where Education Warranty coverage is purchased and is not transferable should the system travel to another country. Replacement systems do not carry

Education Warranty coverage and should be repurchased on the new or refurbished replacement.

Components not covered: batteries, external peripherals, and accessories (including optional features not installed by Lenovo at time of product purchase), external keyboards, mice, digitizer pens and styluses, cases and folios, power cords and adapters, cradles, docking stations, printers, scanners, external drives, software (preloaded or purchased separately), tape, disks, CDs, DVDs, film or other media, and third-party products (those not bearing Lenovo logo), even if sold by Lenovo.

Products and offers are subject to availability. Lenovo reserves the right to alter product offerings and specifications, at any time, without notice. Lenovo makes every effort to ensure the accuracy of all information but is not liable or responsible for any editorial, photographic, or typographic errors. Images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit www.Lenovo.com. Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product, and service names may be trademarks or service marks of others.

© Lenovo 2024. All rights reserved.