

# Lenovo Committed Service On-Site Repair

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 24 hours - for System x3500 M5 5464

Group	Systems Service & Support
Manufacturer	Lenovo
Manufacturer item no.	00WU056



## Description

Repair is performed at customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site. Screening refers to the initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

## Main features

Product Description	Lenovo Committed Service 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
Repair Time	24 hours (committed time)
Service Availability	24 hours a day / 7 days a week
Designed For	System x3500 M5 5464

## Extended details

	<b>General</b>
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Repair Time	24 hours (committed time)
Service Availability	24 hours a day / 7 days a week
	<b>Details</b>
Service & Support	Extended service agreement - parts and labour - 3 years - on-site - repair time: 24 hours - availability: 24 hours a day / Monday-Sunday
	<b>Compatibility Information</b>
Designed For	Lenovo System x3500 M5 5464

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