



Lenovo 5WS1L39168 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39168

Product name : 5WS1L39168

- 24x7x365 hardware and software support
- Direct access to advanced technicians
- Single point of contact and simplified escalation
- Unscripted solutions through phone, chat, or email
- Next business day onsite and parts prioritisation
- Proactive and predictive issue detection

Premier Support Plus Upgrade - Extended service agreement - parts and labour (for system with 1 year Premier Support) - 3 years (from original purchase date of the equipment) - on-site - response time: NBD - for ThinkPad X1 Carbon Gen 11, X1 Carbon
 Lenovo 5WS1L39168. Number of years: 3 year(s), Type: On-site



Features	Standard Support	Premier Support	Premier Support Plus
24x7x365 support for broken machines	•	•	•
Advanced technical support available 24x7x365	•	•	•
Comprehensive hardware and software support	•	•	•
Single point of contact for simplified case management	•	•	•
Technical Account Manager for escalation	•	•	•
Next business day onsite (next business day)	•	•	•
Standard reporting available	•	•	•
Lenovo Service Connect and Premier Asset Tag option	•	•	•
Predictive issue detection, case creation, and resolution	•	•	•
IBM for proactive asset reporting & relationship management	•	•	•
Accidental Damage Protection	•	•	•
Keep the Charge	•	•	•
Global Battery coverage for up to 3 years	•	•	•
International Service Enrollment	•	•	•
Coverage for non-Think devices	•	•	•

Features		Features	
Product type	Upgrade	Service included	Parts and Labour
Type	On-site	Number of years	3 year(s)
Service type	Next Business Day	On-site support	✓
		Compatibility	ThinkPad X1 Carbon Gen 11, X1 Carbon

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Publication date: 22-NOV-2024. Prints or copies of Information are only valid on the printed Publication date