



# Lenovo 5WS1L39239 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39239

Product name : 5WS1L39239

- 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 3 years on-site warranty) - 3 years - on-site

Lenovo 5WS1L39239. 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 (not applicable)	•	•	•
Standard reporting available	•	•	•
Lenovo Service Connect and Premier Asset Tag option	•	•	•
Proactive issue detection, case creation, and resolution	•	•	•
IBM for proactive asset reporting & relationship management	•	•	•
Accidental Damage Protection	•	•	•
Keep Your Charge	•	•	•
Global Battery coverage for up to 4 years	•	•	•
International Service Enrollment	•	•	•
Coverage for non-Think devices	•	•	•

Features		Features	
Product type	Upgrade	Number of years	3 year(s)
Type	On-site	On-site support	✓
Service included	Parts and Labour	Compatibility	ThinkPad L13 Yoga Gen 4 21FS, T14 Gen 2 20W0, T16 Gen 1 21BW

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