



# Lenovo 5WS1L39490 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39490

Product name : 5WS1L39490

- 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 Premier Support) - 3 years (from original purchase date of the equipment) - on-site - response time: NBD - for ThinkPad P14s Gen 3, P15v Gen 3, P1  
 Lenovo 5WS1L39490. Number of years: 3 year(s), Type: On-site

Features	Standard Support	Premier Support	Premier Support Plus
24x7x365 support for system hardware	✗	✗	✗
Advanced technical support available 24x7x365	✗	✗	✗
Comprehensive hardware and OEM software support	✗	✗	✗
Designation of contact for simplified case management	✗	✗	✗
Technical Account Manager for escalation	✗	✗	✗
Next Business Day onsite After Hours prioritization	✗	✗	✗
Onsite reporting available	✗	✗	✗
Lenovo Service Connect and Premier Asset Tag option	✗	✗	✗
Predictive issue detection, case creation, and notification	✗	✗	✗
SDR to provide asset reporting and lifecycle management	✗	✗	✗
Accidental Damage Protection	✗	✗	✗
Keep Your Drive	✗	✗	✗
Mobile Backup Storage for select laptops	✗	✗	✗
International Service Enrollment	✗	✗	✗
Charge 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 P14s Gen 3, P15v Gen 3, P1

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