



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 business technicians	✖	✖	✔
Advanced technical support available 24 x 7 - 365	✖	✔	✔
Comprehensive hardware and OEM software support	✖	✔	✔
Single point of contact for simplified case management	✖	✔	✔
Technical Account Manager for escalation	✖	✔	✔
Next business day onsite (parts prioritization)	✖	✔	✔
Onsite reporting available	✖	✔	✔
Lenovo Service Connect and Premier Asset Tag option	✖	✔	✔
Predictive issue detection, case creation, and notification	✖	✖	✔
24x7x365 proactive issue reporting & relationship management	✖	✖	✔
Accidental Damage Protection	✖	✖	✔
Keep Your Charge	✖	✖	✔
Global Remote Storage for up to 5 years	✖	✖	✔
International Service Endowment	✖	✖	✔
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 P14s Gen 3, P15v Gen 3, P1

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