



# Lenovo 5WS1L39079 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39079

Product name : 5WS1L39079

- 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 prioritization
- 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 - for ThinkPad X1 Carbon Gen 11, X1 Carbon Gen 8, X1 Nano Gen 2, Z13 Gen 1, Z16 Gen 1

Lenovo 5WS1L39079. 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 repair by available	✗	✗	✗
Lenovo Service Connect and Premier Asset Tag option	✗	✗	✗
Proactive issue detection, case creation, and resolution	✗	✗	✗
SDR to provide asset reporting and lifecycle management	✗	✗	✗
Accidental Damage Protection	✗	✗	✗
Keep Your Charge	✗	✗	✗
Secure Battery Storage for select laptops	✗	✗	✗
International Service Enablement	✗	✗	✗
Charge 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 X1 Carbon Gen 11, X1 Carbon Gen 8, X1 Nano Gen 2, Z13 Gen 1, Z16 Gen 1

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