



Lenovo 5WS1L39271 warranty/support extension 3 year(s)

Brand : Lenovo

Product code: 5WS1L39271

Product name : 5WS1L39271

- 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 5WS1L39271. 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	x	•	•
Comprehensive hardware and OEM software support	x	•	•
Integration of contact for simplified case management	x	•	•
Technical Account Manager for escalation	x	•	•
Next business day onsite parts prioritization	x	•	•
On-demand reporting available	x	•	•
Lenovo Service Connect and Premier Asset Tag option	x	•	•
Proactive issue detection, case creation, and notification	x	x	•
SDR for proactive issue reporting and workflow management	x	x	•
Accidental Damage Protection	x	x	•
Keep Your Charge	x	x	•
Secure Backup Storage for select systems	x	x	•
International Service Enablement	x	x	•
Charge for non-Think devices	x	x	•

Features		Features	
Product type	Upgrade	Number of years	3 year(s)
Type	On-site	On-site support	✓
Service included	Parts and Labour	Compatibility	ThinkPad P1 Gen 4, P1 Gen 5, P15v Gen 2, P16 Gen 1, P17 Gen 2, T15g Gen 2, T15p Gen 2

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