



IBM THINKPAD (NOTEBOOKS) AUTHORISED WARRANTY REPAIR GUIDELINES

CVSI is authorised by IBM to repair this equipment, and the purpose of this summary sheet is to outline IBM's Terms and Conditions as they apply to warranty repairs. Unlike desktop PCs, however, Authorised Warranty Repairers are only permitted to carry out "non-invasive" repairs; for example, external repairs, AC adapters, batteries¹, DVD or CD-ROM, FDD, etc, all of which IBM collectively refers to as Customer Replaceable Units. (Note¹: Batteries on all IBM PC products are limited to a 1 year warranty, with the exception of CMOS batteries which have the Warranty life of the machine).

Repairs requiring "intrusive" repair activity (e.g. HDD, screwed down circuitry) may only be handled by IBM's Central Repair Centre (CRC) in Greenock.

If system diagnostics reveal that an "invasive" repair is required, then CVSI will arrange for the ThinkPad to be shipped to Greenock on the customer's behalf.

Reporting Fault	Call CVSI Support Line 01924-401222 as usual, and CVSI will log fault with IBM on customer's behalf. Information regarding Model Type (e.g. 8319-72G) and Serial Number (e.g. KDDZ4BA) will be required.
Additional Information	(a) If being returned to CRC, we also require any passwords (power on, HDD or supervisor) and login information. (b) Full configuration details are also required (disk size, memory, PCMCIA, UltraBay device, etc)
Response	By end of 2nd business day following customer call for service. (On-site only)
Type of Response	(a) On-Site. CVSI engineer will attend site, or (b) Carry-in. Faulty equipment to be delivered to CVSI, and collected once repaired
Type of Cover	Full parts and labour
Repair Time	5 Working Days turnaround from Greenock
Limitations	(a) Customers are responsible for all data on the PC's hard disk. Neither IBM nor CVSI have any responsibility in this area. (b) Customers should remove any non-IBM features, particularly memory, prior to return.
Call	Provided by CVSI, quoting CVSI Call Reference Number
Clearing Calls	Once cleared by CVSI Help Desk, CVSI will clear the call with IBM.
Follow Up	IBM routinely follows up service calls to confirm that procedures are being met, and standards maintained. (In this regard, please be aware that any general, adverse comments regarding IBM products will reflect upon CVSI, not IBM).

