

Lenovo

Premier Support

Lenovo Premier Support alleviates the problems encountered when maintaining your data center by putting you in contact with the right person on the first call. Free up your maintenance, management, and employee training resources, and focus efforts on what's more important: innovation and growing your business.

Key features of Premier Support:



Premier Support is offered in 3 service levels, enabling you to target the onsite response time you need for a particular system, workload, or application environment.

Premier Foundation

Next Business Day onsite response for parts and labor, 9x5 normal business hours

Onsite installation of all replacement parts

Warranty extension to 3–5 years;
Post Warranty maintenance 1-2 years

Premier Essential

4 Hour onsite response for parts and labor, 24x7

Onsite installation of all replacement parts

YourDrive YourData

Warranty extension to 3–5 years;
Post Warranty maintenance 1-2 years

Premier Advanced

2 Hour on site response or 6 Hour committed service repair (varies based on geography*), 24x7

Onsite installation of all replacement parts

YourDrive YourData

Warranty extension to 3–5 years,
Post; Warranty maintenance 1-2 years

*Lenovo's Premier Support service includes 24x7 support for select countries and languages. Check [Service Locator Tool](#) for availability. [View the Data Center Services Agreement for terms and conditions](#)

Lenovo