



IBM ServicePacs offer warranty upgrades for IBM System x and Storage products - 11x5 service level upgrade

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At a glance

IBM® ServicePac® portfolio is updated to include new machine types into the existing offering.

Overview

ServicePac are available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePac , you get an upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePac is kept to a minimum and each part number supports a range of machine types.

To select the correct ServicePac for a particular machine type, a selection guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac information and prices can be found at

<https://www-304.ibm.com/sales/gss/download/spst/servicepac>

ServicePacs can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac must be purchased within 30 days of the purchase of the machine type to which it applies. A ServicePac must be registered within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

Planned availability date

September 4, 2012

Description

System x and Storage ServicePac - Warranty Upgrades to 11x5 service level

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type
91Y6405	PC1359	1YR 9x5 IOL NBD	1YR 11x5 IOL NBD	4190 4192 4251 4362 4364 4367 7327 7836 7940 7948 7973 7975 7984 7996 8014 9234 2582
91Y6406	PC1360	3YR 9x5 IOL NBD	3YR 11x5 IOL NBD	4193 4194 4252 4363 4365 4368 7141 7145 7148 7158 7160 7163 7164 7233 7328 7376 7377 7379 7380 7382 7383 7837 7839 7870 7871 7872 7875 7901 7902 7906 7914 7915 7917 7941 7943 7944 7945 7946 7947 7971 7972 7974 7976 7977

7978
7979
7981
7995
8028
8038
8677
8721
8722
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8872
8874
8877
8878
8879
8886
2583
7143
7147
7873

91Y6407	SD957	1YR 9x5 IOL NBD	1YR 11x5 IOL NBD	3572-S3E 3572-S4E 3572-S3R 3572-S4R 3580-S3E 3758-B32 3758-AX2 4002-AG4 4002-C5A 4002-AC2 4002-G4A 4002-G5A 4002-C4A 4002-AG5 4002-AC4 4002-C4B 4002-C5B 4002-BC4 4002-AC5 4002-BC5 4002-BC2 4002-BY2 4002-BY4 4002-CY2 4273-E48 4273-48E 3572-S3H 3572-S4H 3572-S5H 3572-S5R 2498-24E 2498-B24 2498-40E 2498-B40 2498-F48
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91Y6408	SD958	3YR 9x5 IOL NBD	3YR 11x5 IOL NBD	1726 1727
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1746-E4A
1746-C4A
1746-E2A
1746-C2A
1746-A2S
1746-A2D
1746-A4S
1746-A4D
1746-A2E
1746-A4E
1747-12X
1747-24X
1747-HC1
1747-HC2
1812-81H
1812-8VH
3573-L4H
3580-S4X
3580-S5E
3580-S5X
3580-S3V
3580-S4V
1746-C4T
1746-T4D
1746-E4T
1746-T4E

91Y6409 SD959 1YR 9x5 IOL NBD 1YR 11x5 IOL NBD 2498-24E
3576-E9U
3576-L5B
3580-S4E
3758-L32
2498-R06

91Y6410 SD960 3YR 9x5 IOL NBD 3YR 11x5 IOL NBD 1812-81A
1814-52A
1814-20A
1814-94H
1814-92H
1814-98H
2073-700
2076-224
2076-112
2076-124
2076-212
2857-003
2858-A10
2858-A20
2858-A21
2858-A22
2859-A10
2859-A20
2859-A21
2859-A11
2861-001
2862-A20
2863-004
2867-A21
3573-L2U
3573-L4U
2076-312
2076-324
2857-006
2858-C10
2858-C20
2858-C21
2858-C22
2858-E11
2858-E12
2858-E21
2858-E22
2867-E22

Note: All models are covered in the machine type list above unless stated otherwise.

Warranty service upgrade (WSU)

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

Service delivery method

IBM On-site Repair (IOR): Repair is performed at the customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term screening refers an initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

On-site service repair limited (IOL): Repair performed at customer site, excluding CRUs

Service is the same as IOR, but the customer is responsible for replacement of Tier 1 CRUs.

Hours of coverage

- 11x5 coverage - 11 hours per day, Monday through Friday, excluding public and national holidays

Limitations with respect to replacements or to parts for services upgrades:

Products classified as consumable supplies, such as peripheral devices and accessories like external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM . Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM Web site or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

- Germany
- Spain

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