



IBM ServicePac offers committed service warranty and maintenance upgrades for IBM System x

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At a glance

IBM® System x® ServicePac® portfolio is updated to include machine types 7382 and 7917 into existing part numbers.

Overview

This range of IBM ServicePac products delivers hardware maintenance or maintenance upgrade coverage in an electronic format.

ServicePac offerings are available through the same IBM Business Partners who sell the related IBM hardware. With this ServicePac offer, you get an off-the-shelf upgrade solution at the same time that you purchase the IBM machine. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types.

To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at

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

You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. To be eligible for service, you must purchase a ServicePac within 30 days of the purchase of the machine type to which it applies. You must also register a ServicePac offering 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 ServicePac Committed Service

| ServicePac part number | ID | Base warranty | ServicePac description | Eligible machine type |
|------------------------|--------|---------------|------------------------|-----------------------|
| 91Y5727 | PC1355 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4365 |
| 91Y5729 | PC1333 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7906 7976 |
| 91Y5728 | PC1334 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 2583 |
| | | | | 4194 4252 |
| | | | | 4363 4368 |
| | | | | 7328 7985 |
| | | | | 7995 8038 |
| 91Y5730 | PC1335 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4193 7160 |
| | | | | 7974 7978 |
| | | | | 8853 |
| 91Y5731 | PC1336 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4347 4364 |
| | | 3YR IOL NBD | | 7941 8028 |
| 91Y5732 | PC1337 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7158 7870 |
| | | | | 7871 7944 |
| | | | | 7946 |
| 91Y5733 | PC1338 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 2582 |
| | | | | 4253 7376 |
| | | | | 7377 7872 |
| | | | | 7873 |
| | | | | 7901 7971 |
| | | | | 7977 7979 |
| 91Y5734 | PC1339 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7379 7837 |
| | | 3YR IOL NBD | | 7875 |
| 91Y5735 | PC1340 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7945 7947 |
| 91Y5736 | PC1341 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4190 4251 |
| | | | | 4362 4367 |
| | | | | 7327 7973 |
| 91Y5737 | PC1342 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7382 8737 |
| | | 3YR IOL NBD | | 8864 8866 |
| 91Y5738 | PC1343 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7975 7984 |
| | | 3YR IOL NBD | | 8865 |
| 91Y5739 | PC1344 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4192 7917 |
| | | 3YR IOL NBD | | 8863 |
| 91Y5740 | PC1345 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7380 7383 |
| | | 3YR IOL NBD | | 7839 |
| 91Y5741 | PC1346 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 8731 8877 |
| 91Y5742 | PC1347 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7902 8878 |
| 91Y5743 | PC1348 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7836 7914 |
| | | 3YR IOL NBD | | 7915 7972 |
| 91Y5744 | PC1349 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7948 |
| | | 3YR IOL NBD | | 8872 |
| 91Y5745 | PC1350 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 8874 |
| 91Y5746 | PC1351 | 1YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7940 7147 |
| | | 3YR IOL NBD | | 7148 7943 |
| 91Y5747 | PC1352 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 8722 8852 |
| | | | | 8879 |
| 91Y5748 | PC1353 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7163 7164 |
| | | | | 7233 8721 |
| 91Y5749 | PC1354 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 7141 |
| | | | | 7143 |
| | | | | 7145 |
| | | | | 8886 |
| 91Y5727 | PC1355 | 3YR IOL NBD | 3YR 9x5 IOR 48HR CS | 4365 |

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:

1. Extended hours of coverage
2. Upgraded service delivery method (SDM)
3. Higher level of response time objective

Terms and eligibility requirements

Service delivery method

IBM On-site Repair (IOR): Repair is performed at 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.

Screening refers to the 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.

ServicePac response time: Committed service means that IBM will guarantee that the affected machine will be restored to good working order within an average of 48 office hours from the time the problem is initially reported to IBM . The restoration of system readiness does not include installation or configuration of system and application software.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM , accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service you must follow the registration instructions included in the registration e-mail received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays

Limitations with respect to replacements or to parts for upgrades: Products classified as consumable supplies, such as peripheral devices and accessories, such as 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 the IBM machine. They are also available upon request. You may be given the option of installing a CRU yourself or 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

Announcement is restricted to the following countries:

- Russia
- Ukraine

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