



IBM ServicePac offers committed service warranty upgrade plus hard drive retention for IBM System x and Storage products

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Overview

This range of IBM® ServicePac® products delivers committed service warranty upgrade plus hard drive retention option 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>

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 and Storage ServicePac Committed Service plus HDD retention

The following ServicePac part numbers and their associated machine types are included in this announcement.

The following 24-hour Committed Service offerings with HDD retention apply to Germany only.

System x® portfolio

ServicePac part number	ID	ServicePac description	Eligible machine type
46Y1451	PC1780	3Y IOR 24x7 24hCS+HDDR	7158
46Y1452	PC1781	3Y IOR 24x7 24hCS+HDDR	7160
46Y1453	PC1773	3Y IOR 24x7 24hCS+HDDR	7914
46Y1454	PC1774	3Y IOR 24x7 24hCS+HDDR	7915
46Y1455	PC1775	3Y IOR 24x7 24hCS+HDDR	7383 8731
46Y1456	PC1776	3Y IOR 24x7 24hCS+HDDR	8721
46Y1457	PC1777	3Y IOR 24x7 24hCS+HDDR	8737
46Y1458	PC1778	3Y IOR 24x7 24hCS+HDDR	8722
46Y1459	PC1779	3Y IOR 24x7 24hCS+HDDR	7906 8038
46Y1559	PC1782	3Y IOR 24x7 24hCS+HDDR	7875
91Y8398	PC1527	3Y IOR 24x7 24hCS+HDDR	7147 7148 7380 7836 7839
91Y8399	PC1528	3Y IOR 24x7 24hCS+HDDR	7945 7947 7972
91Y8400	PC1529	3Y IOR 24x7 24hCS+HDDR	4192 4362 4367 7327 7376 7377 7379 7382 7837 7973 7975 7984
91Y8401	PC1530	3Y IOR 24x7 24hCS+HDDR	4368 7328 7941 7985 7995 8853
91Y8402	PC1531	3Y IOR 24x7 24hCS+HDDR	4193 4194 4252 4363 7974 7976 7978
91Y8403	PC1532	3Y IOR 24x7 24hCS+HDDR	2582 7971 7977 7979

91Y8404	PC1533	3Y IOR 24x7 24hCS+HDDR	8866
91Y8405	PC1534	3Y IOR 24x7 24hCS+HDDR	8863 8864 8865 8877
91Y8406	PC1535	3Y IOR 24x7 24hCS+HDDR	8852 8879
91Y8407	PC1536	3Y IOR 24x7 24hCS+HDDR	7948 8872 8874 8878
91Y8408	PC1537	3Y IOR 24x7 24hCS+HDDR	4347 4364 8028
91Y8409	PC1538	3Y IOR 24x7 24hCS+HDDR	4365
91Y8410	PC1539	3Y IOR 24x7 24hCS+HDDR	7143 7145 7163 7164 7233
91Y8411	PC1540	3Y IOR 7x24 24hCS+HDDR	4190 4251 7870 7871 7872 7873 7901 7944 7946
91Y8412	PC1541	3Y IOR 7x24 24hCS+HDDR	3020 7917 7940 7943
91Y8413	PC1542	3Y IOR 7x24 24hCS+HDDR	7141 8886
91Y8414	PC1543	3Y IOR 7x24 24hCS+HDDR	7902
91Y8415	PC1544	3Y IOR 7x24 24hCS+HDDR	2583

Storage portfolio

ServicePac part number	ID	ServicePac description	Machine type
91Y8416	SD994	SAP 3Y IOR 24x7 24h CS+HDDR	1726
91Y8417	SD995	SAP 3Y IOR 24x7 24h CS+HDDR	1727
91Y8418	SD996	SAP 3Y IOR 24x7 24h CS+HDDR	1746-A2D 1746-A2S 1746-C2A 1746-A4E 1746-E4A 1746-E4T 1746-T4E 1747-24X 1747-HC2

91Y8419	SD997	SAP	3Y	IOR	24x7	24h	CS+HDDR	1746-A4D 1746-A4S 1746-C4A 1746-C4T 1746-T4D
91Y8420	SD998	SAP	3Y	IOR	24x7	24h	CS+HDDR	1746-A2E 1746-E2A 1747-12X 1747-HC1
91Y8421	SD999	SOF	3Y	IOR	24x7	24h	CS+HDDR	1812-81A
91Y8422	SD1000	SAP	3Y	IOR	24x7	24h	CS+HDDR	1812-81H
91Y8423	SD1001	SAP	3Y	IOR	24x7	24h	CS+HDDR	1812-8VH
91Y8424	SD1002	SOF	3Y	IOR	24x7	24h	CS+HDDR	1814-52A 1814-92H
91Y8425	SD1003	SOF	3Y	IOR	24x7	24h	CS+HDDR	1814-20A 1814-94H 1814-98H
91Y8426	SD1004	SOF	3Y	IOR	24x7	24h	CS+HDDR	1814-70A
91Y8427	SD1005	SAP	3Y	IOR	24x7	24h	CS+HDDR	1814-70H
91Y8428	SD1006	SOF	3Y	IOR	24x7	24h	CS+HDDR	1814-72A
91Y8429	SD1007	SAP	3Y	IOR	24x7	24h	CS+HDDR	1814-72H
91Y8430	SD1008	SAP	3Y	IOR	24x7	24h	CS+HDDR	1814-7VH
91Y8431	SD1009	SOF	3Y	IOR	24x7	24h	CS+HDDR	1815-80A
91Y8432	SD1010	SAP	3Y	IOR	24x7	24h	CS+HDDR	1815-80H
91Y8433	SD1011	SOF	3Y	IOR	24x7	24h	CS+HDDR	1815-82A
91Y8434	SD1012	SAP	3Y	IOR	24x7	24h	CS+HDDR	1815-82H
91Y8435	SD1013	SOF	3Y	IOR	24x7	24h	CS+HDDR	1815-84A
91Y8436	SD1014	SAP	3Y	IOR	24x7	24h	CS+HDDR	1815-84H
91Y8437	SD1015	SOF	3Y	IOR	24x7	24h	CS+HDDR	1815-88A
91Y8438	SD1016	SAP	3Y	IOR	24x7	24h	CS+HDDR	1815-88H
91Y8439	SD1017	SOF	3Y	IOR	24x7	24h	CS+HDDR	1818-51A 1818-G1A
91Y8440	SD1018	SOF	3Y	IOR	24x7	24h	CS+HDDR	1818-53A
91Y8441	SD1019	SOF	3Y	IOR	24x7	24h	CS+HDDR	1818-D1A

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

Hard drive (HDD) retention

The hard drive retention option lets the customer retain their defective IBM hard drives when replacement is required during a service repair call. IBM will provide the customer with a replacement hard drive, and the defective hard drive will be left at the customer's facility for their disposal. This option allows the customer to more safely secure their sensitive data and to help ensure privacy for their customers.

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 24 hours from the time the problem is initially reported to IBM . This committed service time is dependent on the ServicePac part number ordered. 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 on the registration e-mail received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 24x7 coverage - 24 hours per day, Monday through Saturday, 365 days a year

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 Germany only.

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