



IBM Committed Post Warranty ServicePacs offer committed service maintenance for IBM System x

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Overview

This range of IBM® ServicePac® products delivers hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePac offerings, you get an off-the-shelf upgrade solution 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

<http://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

Affected ServicePac part numbers and their associated machine types

System x ServicePac committed service

Warranty and Maintenance Upgrades

The following one-year and two-year on-site 6-hour committed service offerings (7 days x 24 hour coverage) are only available to:

- Germany
- Austria
- Turkey
- Pakistan
- South Africa

One-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
46D4150	PC745	1YR 6hr PW Com Fix	8486 8488 2582
46D4151	PC746	1YR 6hr PW Com Fix	4362 4363 7973 7974 7976 7978 7984 7992 8648 8837 7940 7941 4251 7327 7328 4252
46D4152	PC747	1YR 6hr PW Com Fix	7975 4253 ¹
46D4153	PC748	1YR 6hr PW Com Fix	8847 8864 8877 8878 7148 7147 7383
46D4154	PC749	1YR 6hr PW Com Fix	7979 7985 8840 7836 7837 7946 7379 7944
46D4155	PC750	1YR 6hr PW Com Fix	7969 8848

46D4156	PC751	1YR 6hr PW Com Fix	8841 8866 7977 7947 7945
46D4157	PC752	1YR 6hr PW Com Fix	7943 8863 8865
46D4158	PC753	1YR 6hr PW Com Fix	7163 7164
46D4159	PC754	1YR 6hr PW Com Fix	8872 8874 8879 7141 7839 7380 7915
46D4160	PC755	1YR 6hr PW Com Fix	4347 4364 4365 8485 8490 8491 8849
54Y4711	PC966	1YR 6hr PW Com Fix	4368 4194
54Y4712	PC967	1YR 6hr PW Com Fix	4192 4193 7376 7377
54Y4714	PC969	1YR 6hr PW Com Fix	7948
54Y4715	PC970	1YR 6hr PW Com Fix	4190 4367
40Y5885	PC971	1YR 6hr PW Com Fix	7145 7143
91Y4595	PC1194	1YR 6hr PW Com Fix	7233
91Y9239	PC1557	1YR 6hr PW Com Fix	2583
46Y1661	PC1790	1YR 6hr PW Com Fix	7158
46Y1662	PC1791	1YR 6hr PW Com Fix	7160
46Y1663	PC1792	1YR 6hr PW Com Fix	8722
46Y1664	PC1793	1YR 6hr PW Com Fix	7914
46Y1912	PC1842	1YR 6hr PW Com Fix	7382

¹ Available in Turkey only

Two-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
91Y5405	PC1280	2YR 6hr PW Com Fix	8486 2582

91Y5406	PC1281	2YR 6hr PW Com Fix	8648 7984 7976 7992 7978 7974 7973 4363 4362 7940 7941 7327 7328 4251 4252
91Y5407	PC1282	2YR 6hr PW Com Fix	7975 4253
91Y5408	PC1283	2YR 6hr PW Com Fix	8877 8864 8878 7147 7148 7383
91Y5409	PC1284	2YR 6hr PW Com Fix	7985 7979 8840 7946 7836 7837 7944 7379
91Y5410	PC1285	2YR 6hr PW Com Fix	7969
91Y5411	PC1286	2YR 6hr PW Com Fix	8866 7977 7947 7945
91Y5412	PC1287	2YR 6hr PW Com Fix	8865 7943
91Y5413	PC1288	2YR 6hr PW Com Fix	7163 7164
91Y5414	PC1289	2YR 6hr PW Com Fix	8872 8874 8879 7141 7839 7380 7915
91Y5415	PC1290	2YR 6hr PW Com Fix	8485 8849 4347 4364 8490 8491 4365
91Y5416	PC1291	2YR 6hr PW Com Fix	4194 4368
91Y5417	PC1292	2YR 6hr PW Com Fix	4192 4193 7376 7377
91Y5418	PC1293	2YR 6hr PW Com Fix	7948

91Y5419	PC1294	2YR 6hr PW Com Fix	4190 4367
91Y5420	PC1295	2YR 6hr PW Com Fix	7145 7143
91Y5421	PC1296	2YR 6hr PW Com Fix	7233
91Y9242	PC1558	2YR 6hr PW Com Fix	2583
46Y1665	PC1794	2YR 6hr PW Com Fix	7158
46Y1666	PC1795	2YR 6hr PW Com Fix	7160
46Y1667	PC1796	2YR 6hr PW Com Fix	8722
46Y1668	PC1797	2YR 6hr PW Com Fix	7914
46Y1913	PC1843	2YR 6hr PW Com Fix	7382

The following one-year and two-year on-site 24-hour committed service offering (7 days x 24 hour coverage) are only available to:

- Poland
- Czech Republic
- Slovakia
- Romania
- Hungary
- Slovenia
- Switzerland
- Germany
- Croatia
- Austria
- Russia
- Turkey
- Tunisia
- Morocco
- Egypt
- Pakistan
- South Africa
- Ukraine

One-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
46D4172	PC756	1YR 24hr PW Com Fix	8486 8488 2582

46D4173	PC757	1YR 24hr PW Com Fix	4362 4363 7973 7974 7976 7978 7984 7992 8648 8837 7940 7941 4253 ²
46D4174	PC758	1YR 24hr PW Com Fix	7975
46D4175	PC759	1YR 24hr PW Com Fix	8847 8864 8877 8878 7148 7147 7383
46D4176	PC760	1YR 24hr PW Com Fix	7979 7985 8840 7376 7377
46D4177	PC761	1YR 24hr PW Com Fix	7969 8848
46D4178	PC762	1YR 24hr PW Com Fix	8841 8866
46D4179	PC763	1YR 24hr PW Com Fix	8863 8865
46D4181	PC765	1YR 24hr PW Com Fix	8872 8874 8879 7141 7839 7380 7915
46D4182	PC766	1YR 24hr PW Com Fix	4347 4364 4365 8485 8490 8491 8849
40Y5886	PC972	1YR 24hr PW Com Fix	4194 4368
40Y5887	PC973	1YR 24hr PW Com Fix	4192 4193
40Y5888	PC974	1YR 24hr PW Com Fix	7977 7836 7837 7946 7379 7944
40Y5889	PC975	1YR 24hr PW Com Fix	7948

40Y5890	PC976	1YR 24hr PW Com Fix	7943 7947 7945
40Y5891	PC977	1YR 24hr PW Com Fix	7163 7164
40Y5892	PC978	1YR 24hr PW Com Fix	7145 7143
40Y5893	PC979	1YR 24hr PW Com Fix	4190 4367 4251 7327 7328 4252
91Y4596	PC1195	1YR 24hr PW Com Fix	7233
91Y9240	PC1559	1YR 24hr PW Com Fix	2583
46Y1653	PC1782	1YR 24hr PW Com Fix	7158
46Y1654	PC1783	1YR 24hr PW Com Fix	7160
46Y1655	PC1784	1YR 24hr PW Com Fix	8722
46Y1656	PC1785	1YR 24hr PW Com Fix	7914
46Y1914	PC1844	1YR 24hr PW Com Fix	7382

² Available in Croatia, Czech Republic, Hungary, Poland, Romania, Slovakia, Slovenia, Russia, Morocco, Tunisia, Turkey, Egypt, Pakistan, and Ukraine only.

Two-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
91Y5422	PC1297	2YR 24hr PW Com Fix	8486 2582
91Y5424	PC1299	2YR 24hr PW Com Fix	8648 7984 7976 7992 7978 7974 7973 4363 4362 7940 7941 4253
91Y5423	PC1298	2YR 24hr PW Com Fix	7975
91Y5425	PC1300	2YR 24hr PW Com Fix	8877 8864 8878 7148 7147 7383
91Y5427	PC1302	2YR 24hr PW Com Fix	7985 7979 8840 7376 7377

91Y5426	PC1301	2YR 24hr PW Com Fix	7969
91Y5428	PC1303	2YR 24hr PW Com Fix	8866
91Y5430	PC1305	2YR 24hr PW Com Fix	8865
91Y5431	PC1306	2YR 24hr PW Com Fix	8872 8874 8879 7141 7839 7380 7915
91Y5432	PC1307	2YR 24hr PW Com Fix	8485 8849 4347 4364 8490 8491 4365
91Y5433	PC1308	2YR 24hr PW Com Fix	4194 4368
91Y5434	PC1309	2YR 24hr PW Com Fix	4192 4193
91Y5435	PC1310	2YR 24hr PW Com Fix	7977 7946 7836 7837 7944 7379
91Y5436	PC1311	2YR 24hr PW Com Fix	7948
91Y5437	PC1312	2YR 24hr PW Com Fix	7943 7947 7945
91Y5438	PC1313	2YR 24hr PW Com Fix	7163 7164
91Y5439	PC1314	2YR 24hr PW Com Fix	7145 7143
91Y5440	PC1315	2YR 24hr PW Com Fix	4190 4367 7327 7328 4251 4252
91Y5441	PC1316	2YR 24hr PW Com Fix	7233
91Y9243	PC1560	2YR 24hr PW Com Fix	2583
46Y1657	PC1786	2YR 24hr PW Com Fix	7158
46Y1658	PC1787	2YR 24hr PW Com Fix	7160
46Y1659	PC1788	2YR 24hr PW Com Fix	8722
46Y1660	PC1789	2YR 24hr PW Com Fix	7914
46Y1915	PC1845	2YR 24hr PW Com Fix	7382

The following one-year and two-year on-site 8-hour committed service offerings (7 days x 24 hour coverage) are only available to:

- Poland
- Czech Republic
- Slovakia
- Croatia
- Romania
- Hungary
- Slovenia
- Switzerland
- Russia
- Tunisia
- Morocco
- Egypt

One-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
54Y4694	PC949	1YR 8hr PW Com Fix	8486 8488 4252 4253
54Y4695	PC950	1YR 8hr PW Com Fix	8648 7984 7976 7992 8837 7978 7974 7973 4363 4362 7940 7941 7975 4251 7327 7328
54Y4697	PC952	1YR 8hr PW Com Fix	8847 8877 8864 8878 7915
54Y4698	PC953	1YR 8hr PW Com Fix	7985 7979 8840
54Y4699	PC954	1YR 8hr PW Com Fix	8848 7969 7376 7377
54Y4700	PC955	1YR 8hr PW Com Fix	8841 8866 7977 7947 7945

54Y4701	PC956	1YR 8hr PW Com Fix	8865 8863 7943
54Y4702	PC957	1YR 8hr PW Com Fix	7163 7233
54Y4703	PC958	1YR 8hr PW Com Fix	8872 8874 8879 7141 7839 7380 7164
54Y4704	PC959	1YR 8hr PW Com Fix	8485 8849 4347 4364 8490 8491 4365 2582
54Y4705	PC960	1YR 8hr PW Com Fix	4194 4368
54Y4706	PC961	1YR 8hr PW Com Fix	4192 4193 7946 7944
54Y4707	PC962	1YR 8hr PW Com Fix	7836 7837 7379
54Y4708	PC963	1YR 8hr PW Com Fix	7948 7148 7147 7383
54Y4709	PC964	1YR 8hr PW Com Fix	4190 4367
54Y4710	PC965	1YR 8hr PW Com Fix	7145 7143
91Y9241	PC1561	1YR 8hr PW Com Fix	2583
46Y1669	PC1798	1YR 8hr PW Com Fix	7158
46Y1670	PC1799	1YR 8hr PW Com Fix	7160
46Y1671	PC1800	1YR 8hr PW Com Fix	8722
46Y1672	PC1801	1YR 8hr PW Com Fix	7914
46Y1916	PC1846	1YR 8hr PW Com Fix	7382

Two-year offerings

ServicePac part number	I/D	ServicePac description	Eligible machine type
91Y5442	PC1317	2YR 8hr PW Com Fix	8486 4252 4253

91Y5443	PC1318	2YR 8hr PW Com Fix	8648 7984 7976 7992 7978 7974 7973 4363 4362 7940 7941 7975 7327 7328 4251
91Y5444	PC1319	2YR 8hr PW Com Fix	8877 8864 8878 7915
91Y5445	PC1320	2YR 8hr PW Com Fix	7985 7979 8840
91Y5446	PC1321	2YR 8hr PW Com Fix	7969 7376 7377
91Y5447	PC1322	2YR 8hr PW Com Fix	8866 7977 7947 7945
91Y5448	PC1323	2YR 8hr PW Com Fix	8865 7943
91Y5449	PC1324	2YR 8hr PW Com Fix	7163 7233
91Y5450	PC1325	2YR 8hr PW Com Fix	8872 8874 8879 7141 7839 7380 7164
91Y5451	PC1326	2YR 8hr PW Com Fix	8485 8849 4347 4364 8490 8491 4365 2582
91Y5452	PC1327	2YR 8hr PW Com Fix	4194 4368
91Y5453	PC1328	2YR 8hr PW Com Fix	4192 4193 7946 7944
91Y5454	PC1329	2YR 8hr PW Com Fix	7836 7837 7379
91Y5455	PC1330	2YR 8hr PW Com Fix	7948 7148 7147 7383

91Y5456	PC1331	2YR 8hr PW Com Fix	4190 4367
91Y5457	PC1332	2YR 8hr PW Com Fix	7145 7143
91Y9244	PC1562	2YR 8hr PW Com Fix	2583
46Y1673	PC1802	2YR 8hr PW Com Fix	7158
46Y1674	PC1803	2YR 8hr PW Com Fix	7160
46Y1675	PC1804	2YR 8hr PW Com Fix	8722
46Y1676	PC1805	2YR 8hr PW Com Fix	7914
46Y1917	PC1847	2YR 8hr PW Com Fix	7382

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

Maintenance service upgrade (MSU)

Maintenance Service Upgrade enhances the level of service from the Base Maintenance Service associated with the machine type and model. Maintenance Service Upgrades 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.

The term 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.

IBM Courier Exchange (ICE): Machine exchange at customer site. If the warranty service is required, call IBM support. If the machine cannot be fixed with the help of IBM remote support, the defective machine is exchanged for a machine that is in good working order by an IBM-designated courier. The customer is responsible for disconnecting the defective machine and activating the replacement machine.

ServicePac response time: Committed service means that IBM will guarantee to restore the affected machine to good working order within an average of 6, 8, or 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

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

- Germany
- Poland
- Czech Republic
- Slovakia
- Croatia³
- Romania⁴
- Hungary
- Slovenia
- Austria
- Switzerland⁵
- Russia⁶
- Turkey⁷
- Morocco⁸

- Tunisia⁹
- Egypt¹⁰
- Pakistan¹¹
- Ukraine¹²

³ Geographical restriction of 100 km around Zagreb.

⁴ Eight-hour Committed ServicePac only available within 100 km of Bucharest and Timisoara.

⁵ Only 24 hour ServicePacs available in the following areas:

- Canton Freiburg (east of the A12 and WaadtlanderAlpen)
- Canton Graubunden (except region Chur)
- Canton Jura
- Canton Neuenburg (except Yverdon-Neuchatel-Marin)
- Canton Tessin
- Canton Wallis (Oberwallis)
- Innerschweiz (Cantone Nid-und Obwalden, Uri and the district of Entlebuch in canton Luzern)
- Berner Oberland (Districts: Saanen, Obersimmenthal, Niedersimmental, Frutigen, Interlaken, Oberhasli)

⁶ Only within a 100 km distance from IBM Moscow.

⁷ Only available in Istanbul, Ankara, and Izmir.

⁸ within 50 km of Casablanca/Rabat.

⁹ within 50 km of Tunis.

¹⁰ The eight-hour committed service level is applicable to Cairo up to 50 km from the city center only. The 24 hour committed service level is applicable to Cairo within 100 km of the city center and to Alexandria up to 50 kilometers of the city center.

¹¹ Only applicable in Karachi, Lahore, and Islamabad.

¹² Only within a 100 km distance from IBM Kiev.

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