



## Warranty Information

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### IBM Warranty Information

Machine Type(s)	Country of Purchase	Warranty Period (Years)	Type of Warranty Service	Service Level	Enterprise Class Support
2076	Worldwide	3	5	1	
2145	Worldwide	1	5	3	
2147	Worldwide	3	5	3	X

**Types of Warranty Service\*:** 1) Customer Replaceable Unit (CRU); 5) CRU and On-site; 6) CRU and Courier or Depot; 7) CRU and Customer Carry-in or Mail-in; 8) CRU and Machine Exchange.

**Service Levels\*:** 1) Next Business Day (NBD), 9x5; 2) Same Business Day (SBD), 9x5; 3) Same Day, 24x7.

**Enterprise Class Support (ECS):**

Enterprise class support is included only with specified MTMs as part of IBM's warranty service, delivering:

- Technical Advisors to proactively improve problem management and communication
- Software installation
- Configuration support
- On-site and remote software updates
- Enhanced response times for high severity problems

During the warranty period, the client will be entitled to enhanced response times for Severity 1 problems. IBM will also provide an IBM System Service Representative (SSR) to perform on-site product setup and installation. In addition, the IBM SSR or IBM Remote Support Center will perform up to six software updates over the product warranty period.

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See "Type of Warranty Service" and "Service Levels" in the *IBM Statement of Limited Warranty* for explanations of warranty service types and service levels.

You can obtain a copy of the IBM Statement of Limited Warranty for this product from the IBM website at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/). The Statement of Limited Warranty is available on this site in 18 languages. The table above provides the product-specific information for "Part 3 - Warranty Information" of the Statement of Limited Warranty.

You can also obtain a copy of the Statement of Limited Warranty from your IBM Sales Representative or your IBM reseller. For IBM in Canada or the United States, call 1-800-IBM-SERV (or 1-800-426-7378). For IBM in the European Union (EU), Asia Pacific, and Latin America countries, contact IBM in that country or visit the IBM Directory of Worldwide Contacts at the following IBM Internet website: <http://www.ibm.com/planetwide/>.

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